

City of St. Clair Shores

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August 11, 2015

Re: Jarvis Property Restoration Company

Matt Jarvis
Regional Director
Jarvis Property Restoration
41800 Executive Drive
Harrison Township, MI 48045

Dear Matt:

On behalf of the City of St. Clair Shores I wanted to thank you and your entire team for a 'job well done' this past year! This week marks the one year anniversary of the second of two major restoration projects that we chose Jarvis Restoration to assist us with.

The first was due to a pipe that burst in our library in July, 2014 and resulted in significant water damage. The insurance claim was upwards of \$500,000 to replace carpeting, furniture and equipment. This required your team to inventory the entire contents of the library's books down to the individual shelf, box the books up and relocate everything to an off-site location in order to allow the old carpeting to be removed and replaced with the new. Once the carpeting was installed, the process was reversed and the books were returned to the exact same shelf and in the order that they were in previously.

I can't tell you how impressed I was with the level of effort and care taken to accomplish this. I also recall telling you that our goal was simple: that when the library director – Rosemary Orlando - returned after the 3 week hiatus required to complete the project, she would not know that the entire contents of her 30,000 square foot library had been removed, the carpeting replaced and the contents returned to the same location. You and your team greatly exceeded our expectations in all respects. We also appreciated everyone's attention to detail and communication throughout the entire process. This included assisting us with ordering the carpeting to coordinating everything with the insurance company and their adjuster to make sure the city was fairly compensated for the loss. Jarvis Restoration even absorbed the up-front cost of the restoration efforts until payment was forthcoming from the insurance company. Everyone was very helpful and effectively communicated the issues so that we could make sound decisions along the way.

Based on our experience with your firm we engaged your services again just two weeks later. This second event resulted in water damage to our Police Department building due to the severe storm and flooding event that was experienced in all of southeastern Michigan on Monday, August 11, 2014. As impressed as I was with your team's performance with the library project, I was even more so when your team persevered freeway flooding the likes of which we have not seen before, untold traffic backups, downed power lines and non-functioning traffic signals to still arrive at the police station that evening to meet with me and initiate restoration

efforts. Your quick actions meant that we were able mitigate damage to the building but more importantly, maintain public safety services during a critical time for the entire city.

I cannot thank you and your team members enough for your outstanding efforts on behalf of the City and our residents. In particular, I would like to recognize the following individuals for their high level of service, professionalism, dedication and always having the City's best interests at heart:

- Samantha LaMacchia
- Justin Kaufman
- Dan Milson
- Richard Remmert
- Tony Richardson

In particular, 'Sam', Justin and Dan went out of their way to make sure everything was completed to our satisfaction. They were always easy to work with, pleasant and truly put their hearts into this project. They were always on top of everything and kept us well-informed every step of the way.

Thank you again, Matt. Please extend my thanks to the entire team at Jarvis Property Restoration!

Sincerely,



Douglas M. Haag
Director of Finance/Treasurer
City of St. Clair Shores
586-447-3325
haagd@scsmi.net