

December 17, 2017

I am writing to express my thanks for a job well done.

On June 8, 2017, we filed a claim with our Insurance Company because of water infiltration from our roof. Due to flooding in and around Montreal, which kept all of the contractors busy, our roof was finally repaired on June 22, 2017.

Our Insurance Company said that they were going to call Renovco for the estimate, and then have them proceed to do the job. I was advised by friends to take the estimate, and then call in any number of contractors, who would complete the job for less, and allow us to pocket some money.

Thank Goodness we didn't listen to them. Renovco scheduled an appointment with us with Mr Walter Assi, Senior Project Manager. He arrived on schedule, and wrote a very detailed, professional estimate as to what would have to be done. He stated in his estimate that we would have to vacate the premises, as conditions would not be liveable during the demolition/reconstruction. It was not possible for both Renovco and ourselves to begin work immediately, and we thought that a tentative date would be sometime in Oct-Nov, after the Jewish Holidays. Mr Hugo Lacroix, a Property Appraiser of our Insurance Company confirmed on July 24, Mr Assi's feeling that relocation was absolutely necessary.

We were then at an impasse, because we were asked to sign a document by the Insurance Company's "Claims Adjustor", giving Renovco permission to start the work, but not giving us a commitment to have us relocated.

At this point in time, we have to mention the service which we received from Nadine, in your office. She was in contact with the "Claims Adjustor", who promised her on September 5, and then when she called him again on September 12, that he would contact us. She was surprised and embarrassed that he never got back to us as he promised me on July 27!

On September 26, after waiting patiently for the "call that never came", we were able to have another adjustor sent by the Insurance Company. He agreed we would have to relocate, so we signed the consent form from

Renovco, contingent on us being relocated. We were then “blessed” to have you send us Mr Talal Dalle, your Director of Quality Assurance, He was very patient with my wife, who understandably was very nervous. He assured her that everything would be OK, and the job would be attended to with military-like precision. First he sent someone to help my wife pack the delicate objects. Once completed, he sent a crew to wrap all of the furniture that had to be transported to their warehouse. They used rolls and rolls of corrugated and bubble-wrap to secure the tables, chairs, mattress and box-spring. They certainly knew what they were doing. Once that was done, a crew came in and used new corrugated boxes to cover our wood floors.

Mr Dalle was in constant contact with the work-crew, consisting of Meng, Andrey, and Jason. He told my wife that he would not complete the job until it was to her complete satisfaction. He noticed on more than one occasion “faults” that were not on the original estimate. He recorded them, and sent the pictures to the Insurance Company. He advised them that the extra work would have to be done, and proceeded to do it. He advised her on the colors, and was so helpful with his attention to detail, one would think he was repairing his own house.

I felt that I had to send you this detailed letter, which could have been much longer. The work was that good!

It has been two (2) weeks that we have been back in our house, and whenever asked “how did the renovations go”, they get the “Renovco Story”, with Mr Talal Dalle as my wife’s hero!

Thanks Again

Elaine and Martin S. Labow