

Tri-Star Disaster Recovery Inc.
461 Cumberland Ave
Hamilton, Ontario L8M 2A8

Daniel & Liz Murphy
76 Toledo Road
Etobicoke, Ontario M9C 2H8

Dear Konstantino,

My family and I would again like to thank you, Calvin and your dedicated crew for a job well done in regards to the full cleaning and disinfecting of our home after the July 8th sewer back up that many of us here in Toronto experienced.

After our insurance company's appointed restoration company totally dropped the ball and further cross-contaminated our entire house with E. Coli, your company was the only one who had the answers, and reacted with a full crew of restoration specialists to properly disinfect our entire house.

Upon the initial consultation/inspection, Calvin was very prompt and eager to answer any questions we had and got a quote back to us within days of his visit. His quote and scope fully touched upon everything the hygienist put in his report without Calvin ever seeing it. Other companies we had come out to quote missed many things in the report even though we had given them copies. So from the start we knew we were in good hands.

When time came for your restoration crew to begin work, they got to work right away and were very thorough in their attack. They spent a full 4 days thoroughly cleaning our house to ensure it was fully decontaminated. However, because the first restoration company had left our house without at all addressing the E. Coli, the strain was quite virulent and your crew made sure to come back for another full day to thoroughly clean the entire house again to ensure the house was fully disinfected. We are now 100% E. Coli free and so happy that we had your company assist us in this stressful time.

Furthermore, we would like to thank you again for your offer to lend us an air-scrubber. After you personally visited our home after the completion of the cleaning, you offered to loan us an air scrubber after you saw some peeling paint from our cinder block cellar. You suggested to have it running while scraping off the paint because it may have mould behind it. That was a very generous thing to do and we appreciated you going above and beyond your scope of work.

It is without hesitation that our family would recommend your company to anyone in need a superb disaster restoration company.

Thank you again for all of your help.

Sincerely,


Daniel Murphy

Daniel Murphy