

TriStar Letter 1 6 12

To Whom It May Concern:

We hired TriStar to deal with a mould problem in a family house and would highly recommend them to anyone who is serious about having the best possible job done.

When I first became aware of the mould problem, I called several companies for estimates. With the exception of TriStar, the other companies were shockingly unprofessional and ignorant about their own business!

One company didn't even bother to call back to set up an appointment for the estimate. The representative of another company came to the house, took a quick look at the basement and told me he wouldn't be able to give me an estimate until we had all the weeping tile replaced. This turned out NOT to be the problem and never had to be done.

A third company sent a "Mould Expert" (according to the title on his business card) who told me mould wasn't much of a problem!!! I've spent 20 years working with people who have environmental allergies and intolerances, so I know first-hand that this is false information. Mould is very serious and can be deadly for some people, especially those with asthma and breathing problems.

This so-called "expert" told me the mould could be dealt with in a couple of days. Both he and the other mould person asked me where the problem was, which surprised me. Couldn't they smell it as soon as they came in the door? (Just walking into the house made my husband and me feel sick.) Both "experts" took a quick look at the basement and ignored the rest of the house.

By contrast, when TriStar's Konstantino and his assistant, Jason, arrived, they SHOWED me where the problem areas were and educated me about what was contributing to the mould issue. They brought masks we could wear, took me on a floor-by-floor walk-through of the house, and pointed out what needed to be done.

They then arranged to come back and do a detailed analysis of the house so they could give me a line-by-line estimate.

It was very clear that these folks knew what they were talking about. Their level of knowledge, professionalism and integrity was so far

above that of the other companies that I actually wondered how those other companies could pretend to call themselves mould experts!

The job was more complex than I had anticipated, but it was obvious that the TriStar approach was no temporary quick-fix. Their work was designed to provide a long-term solution and prevent many future problems. This was absolutely what our house needed.

One of the great things about TriStar is that they send a full team with multiple skills that include everything from replacing sections of drywall, to working on plumbing, cleaning furniture, etc. TriStar is truly a full-service company that looks after everything from killing and cleaning up airborne and surface mould, to carpet cleaning, to caulking leaks, to necessary carpentry and construction, and much, much more.

We really enjoyed working with the TriStar team because not only did they work hard to get the job done, we always found them to be good-natured and pleasant throughout the process of our mould remediation.

Without TriStar's work, it would have been impossible to live in our family house (and we certainly could not have sold it.) From my perspective, if you are serious about getting a solution to your mould problem, TriStar is your top choice. They did such a thorough job, I can't imagine choosing any other company to do this kind of work.

Sincerely,

Karen Alison  
Brampton area  
Ontario