



ROB & VIOLET BYL

32 Melrose Ave. S.,
HAMILTON, Ont. L8M 2Y5

(Phone: 905 \ 549-0434)

Tristar Disaster Recovery Inc.
461 Cumberland Avenue,
Hamilton, ON L8M 2A8

December 21, 2011.

Dear Konstantino and Staff:

Re: Mould Remediation Work
At "The Bentley"

Just a short note to let you know how much we appreciate the timely advice, guidance and assistance we received when we consulted your firm as a result of a problem at our condo unit at The Bentley. Our tenants were, understandably, extremely upset about the mould discovery.

Your extensive knowledge and commitment to customer satisfaction is extraordinary. It was a pleasure to deal with a company with a policy to inform everyone concerned as to what needed to be done and why. You and your staff were courteous and patient when dealing with us and our tenants, the procedures used and the environment impact were explained in advance. We particularly appreciated your willingness to do whatever would be required to complete the job properly with a view to ensuring a wholesome environment is achieved as soon as possible, with minimal disruption for our tenants.

We particularly appreciated your personal input with regard to our dealings with the condo corporation. You were professional, concise, detailed and patient when further clarification was needed. We are adamant that our decision to work with Tristar was an excellent choice for this job.

We are very happy with the results and have no hesitation in recommending Tristar to anyone in need of disaster recovery work.

Yours very truly,

Robert and Violet Byl