

T.C.  
Mr. Ed Bucar  
W. E. L. W.  
36923 Stevens Blvd.  
Eastlake, OH 44094

Dear Ed:

Just wanted to let you know that I'm a very satisfied customer of Terry Chubb's T & N Construction Co.! I originally contacted Terry regarding a water problem in our basement as a result of hearing his advertisement on your Sunday morning polka show.

Absolutely everything you mentioned about Terry and the way he operates his business is 100% correct! I made the initial call because his commercial on your program said;

Terry answers all phone calls promptly. - My call was returned within one day. I was amazed, as I'm still waiting for a few contractors to return my calls!

Terry comes out personally for a free estimate. He did, and on the day and time he said he would! I was shocked! I'm also still waiting for one contractor who made arrangements to come over for a free estimate on Tuesday, February 21 -- but of course, he didn't state the year!

Terry looks at the problem, explains the solution, and in a few days submits a proposal. He did, did, and did.

Terry works one job at a time.

(We required about 10' to be dug down to the foundation to stop a leak.)

Terry's bid was not the lowest, nor was it the highest. We decided to give the job to Terry because of the professional way in which he explained our problem and courteous manner in which he conducted business when he came to our home.

Work began on Monday, ~~April~~ <sup>March</sup> 27. The men who made up his crew covered the areas where they were not working with sheets of wood, they didn't throw dirt all over the grass, but confined it to one spot where it was immediately put in a wheel barrow and dumped into an always waiting truck. Each man seemed to know exactly what his responsibilities were and wasted no time in doing them! Throughout the day, Terry was very much in evidence.

When work for that day was completed, the top soil was very neatly covered with plastic and anchored; the wooden sheets were removed with no dirt left anywhere; everything was hosed down, that included the patio, driveway, and area in front of the apron. Our yard was left absolutely clean! Terry told us we would probably have the small pile of stone in the drive until Wednesday. This presented no problem to us, as we fully expected the job to take at least 4-5 days.

When I returned home from the office on Tuesday, ~~April~~ <sup>March</sup> 28, I could not believe my eyes! The job was finished! Not only was the work completed, but the patio, driveway and area in which the work was performed was left immaculate!!! In fact, the actual area that was dug looked better than it did before Terry and his crew began! A neighbor came over to visit later in the day and asked when we expected to have our foundation dug - he thought I was joking when I said it was done and showed him the finished area.

I called Terry that evening and expressed my thanks. He mentioned that they were able to complete the work in so short a period of time because the weather was excellent. I'm sure the weather helped, but I'm convinced it was also because Terry has all the equipment he requires to complete a job in a timely manner. When it was time to do cement work - out came the cement mixer. There was never a delay because something wasn't on the job site.

If any of your listeners are having a problem with a leaky basement and are considering having it repaired -- Terry Chubb of T & N Construction Co. is the one to call!

Very truly yours,

Elsie Lawrence