

Manor Club Association

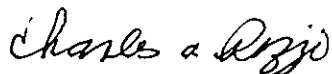
2020 TERRA MAR DRIVE
POMPANO BEACH, FLORIDA 33062

Art Plumbing and Air Conditioning
12348 Wiles Road
Coral Springs, Fl 33076

Dear Sir,

A member of our Condominium called your Company to have a water heater replaced due to an apparent leak. Your service Tech Mr. George "Kent" Hall responded. He quickly determined that the 10-year-old heater was not the cause of the leaking water although the owner decided to replace it anyway. He then determined that a corroded galvanized riser to the upper two stories was the cause of the water leak, a pipe that was determined to have more than one pinhole in it. To make a long story short Mr. Hall diligently worked until 11:30 PM to get the leak stopped and restore water to the building and the 29 other owners. He then refused help in cleaning up stating, "clean up was his responsibility". The Board of directors of the Manor Club wants to commend Mr. Hall for his diligence, his politeness and his willingness to solve a problem with the interests of our owners as his major goal. This is a refreshing trait, especially here in South Florida after having dealt with many contractors over the years. He is a credit to your organization.

Sincerely,



Charles Rizzo
President, Manor Club Association