

**JULIE HANFT
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Via Facsimile (954-345-3899)

General Manager/Owner
Art Plumbing & Air Conditioning
12438 Wiles Road
Coral Springs, FL 33076

Re: Kent Hall

Dear Sir:

I just wanted to let you know how pleased I was with the service provided by Kent Hall. He assisted me by inspecting a suspected water leak and the air conditioning units at a house we are under contract to purchase in Parkland. During both of his visits, he was very courteous, friendly, knowledgeable and willing to go the extra mile to answer all of my questions. Kent's willingness to come out on March 16 when the originally dispatched technician was delayed, giving up his lunch hour and with his wife in the hospital, really blew me away.

You have a great employee in Kent. Thank you again for the great service.

Sincerely,


Julie Hanft