

11260 Overland Avenue, 7E
Culver City, CA 90230
March 4, 1999

Mr. Jeffrey Liss
Challenge Plumbing, Inc.
12229 West Pico Boulevard
Los Angeles, CA 90064

Dear Jeffrey,

In a time when it is very difficult to find competent, honest service companies and craftsmen, I am especially pleased to be able to write this letter. You deserve to be commended.

Sheryl and I are still amazed at how quickly you and your crew responded to our need to repipe our townhouse after our old pipes finally gave out and our home started to flood.

First, Albert and René came out on the Friday we found "indoor rain," found the leak and fixed it temporarily within an hour so we could have water over the weekend while you arranged a crew and materials needed to repipe the whole place.

Then, Marco and René came back the following Monday and did an amazing job of repiping the whole place (two and a half bathrooms, kitchen, laundry and wet bar). I was very impressed at how skillful they are at repiping in very difficult places with minimal damage to the walls and ceiling--and with minimal mess. How they repiped the shower in the bathroom of the master bedroom without breaking any tile still mystifies me.

At the end of every day, your men cleaned up as though they were working in their own homes. We really appreciated that.

And, last but certainly not least, Arturo and his patching/plastering crew were incredible! I could not imagine how they were going to match the texture on the ceilings that had to be opened by the plumbers. But they did. And how! They matched it so well that before the patched areas were repainted the only way you could tell that anything had happened was by the very slight difference between the color of the plaster and the color of the ceiling next to the patches. When Arturo and his crew left, the place was as clean as before they started.

I would not hesitate to recommend Challenge Plumbing to anyone who wants top quality workmanship and service at a very reasonable price. Please extend our great thanks and best wishes to Albert, Marco and René, and to Arturo and his crew.

Sincerely,


John Beard