

May 21, 1999

Jeffrey Liss
Challenge Plumbing Inc.
12229 W. Pico Blvd
Los Angeles, CA 90064

Dear Jeffrey Liss,

As a property owner/manager for over 10 years now, I have to admit that plumbing problems have always been a source of concern and mystery to me. Concern because they usually happen at the most inopportune times, and mystery because I usually cannot figure out how to fix the problem myself. So it is my good fortune to have discovered your company some years ago, and ever since I sleep a little better at night as a landlord knowing I have a competent, thorough, capable company like yours available should the need arise. Several years ago, when I needed to do the copper repipe on my aging duplex in Pacific Palisades you crew did an incredible job; most importantly from a renter's perspective, your hard-working staff did the complete/professional job you promised on time, with limited inconvenience to the tenants. So it was that when my latest "disaster" struck, with sewage backing up due to a collapsed sewer main, I had no question in my mind who I'd call to do the work. Your ability to respond quickly to this emergency situation, your quick assessment of the work needed, and the next-day scheduling of your plumbing crew was much appreciated by my tenants and me. It was reassuring that although I was out of town on business at the time, I could rely on you and your men to start the job without needing to be there in person. Having had such a positive experience with your hard-working plumbing crew before, my tenants were comfortable opening their homes to them. I appreciated you personally going out to the site to supervise the progress, and your foreman Roberto did a terrific job keeping the job going smoothly and having it completed in a timely fashion as predicted. Even the neighbors remarked that your men did an outstanding job and minimized the inconvenience to the neighborhood.

Please thank your outstanding crew for me and if I can be of any help in referring your services please feel free to contact me or share this letter with others. As usual, you all did an exceptional job. Thanks again!

Best Wishes,

Rick Lippert

