



*Dear Mr. Capezio,*



*Although I didn't have the opportunity to meet you during the rebuild of my townhouse, you should know that you were well represented by the individuals who worked with me during this very upsetting and traumatic period of my life.*



*When I surveyed the destruction and damage done to my home by fire which started at my neighbor's townhouse, no one could have convinced me that my home would ever be the same, but Royce Garland assured me that it would be even better! Royce was the first representative from Capezio I met and, I can tell you he was wonderful. He was calming, reassuring, compassionate and understanding. Every conversation gave me hope that eventually my life and home would be normal again.*



*Next I met "my team" of individuals who put Royce's promises into action. The choices couldn't have been any better; they seemed like they were chosen especially to deal with my personality and carried out tasks with great work ethic.*



*Kirk was my Project Manager and mirrored many of my own attributes, stay ahead of the plan and keep on target. There were days when I wasn't sure if I could keep up with Kirk, he helped us all to completion before the Holidays.*



*Last, but certainly not least, was Jason. Jason in particular went out of his way to do the little extra things. He always kept the place looking nice and cleaned up so when I visited I could visualize the finished product. I even found him on his hands and knees washing the kitchen floor so it would be nice when I got there. He always had a smile and cheery demeanor that made me feel better.*



*In conclusion Mr. Capezio, thank you for giving me a great team that did an excellent job and did make my townhouse even better than before. I know you must be aware of the fact that you have a very talented, dedicated and positive group of individuals who make your company a respected and recognized one.*



*Sincerely,*



*Annapolis, MD*

