

June 21, 2010

Dry Basement Householder Systems  
Attn: Otto Fleck  
5121 East Front Street  
Kansas City, MO 64120

Dear Mr. Fleck:

I wanted to take this opportunity to personally thank Dry Basement for the excellent job they performed at my home last week. I was faced with severe problems with my foundation which had started several years ago when there was an explosion in the 1980's in the South Kansas City area at a construction site where six firefighters lost their lives. Since I live a few miles from the explosion it caused foundation problems for not only my home but many homes within my subdivision.

My basement had horizontal cracks as a result of the explosion and throughout the years those cracks continued to become worse creating leaks in the basement and with all the rain we experienced thus far this year one of my walls starting leaning in behind my washer and dryer. The wall started leaning in more and more as the rainy weather continued. In fact the wall was leaning in more than five or six inches in my laundry room.

I did my homework concerning the company I decided to hire to do the foundation work. I checked to make sure they were a member of the Better Business Bureau and checked out the warranty each company offered. After several bids from various companies within the Kansas City area, I selected Dry Basement because of their A+ rating with the Better Business Bureau along with the experience they have had for the last 34+ years in the metro area.

I am pleased to say the work was scheduled promptly and the Dry Basement personnel worked with me to accommodate my work schedule for appointments. In addition, the crews showed up early to start working and your employees worked WELL with each other which are very admirable. The work area was cleaned after the job was completed and the only thing left to be done at my home is the re-grading of the dirt in the back yard. The only reason this has not been completed is because of weather conditions. Your employees were extremely courteous and always open to answer my many questions I had pertaining to the work being done.

I wanted to send this letter along with the survey because the survey does not give me the necessary space to state how relieved and delighted I am that I decided to choose Dry Basement. If I had to do this all over again would I choose Dry Basement again, absolutely hands down! All I can say is that I would recommend Dry Basement to any homeowner who needs a professional company to perform their foundation work.

Please thank the crew that worked on my home and I can now rest easily that my home will be standing for years to come and in addition, I have the written guarantee from your company should a problem arise. Thanks for coming to my rescue and giving me the assurance I needed.

Sincerely,



Sandra Hummel  
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Raytown, MO 64138  
(816) 358-3417