

Kent R. Rentschler, DMD, LLC
1841 Basin Hill Blvd
Carlisle, PA 17013

March 4, 2007

RECEIVED

MAR 06 2007

Secco Home Services
1111 Primrose Avenue
Camp Hill, PA 17011-6922

Dear Sirs,

I am writing to tell you how much I appreciated the good work and good manners that your service man, Mr. Mark Marconi, demonstrated while working at my house yesterday. Mr. Marconi came to my house to clean and service my heating and air conditioning ducts. He is one of the finest people who has ever come to the house to provide service. He arrived at 8:30 AM and did not leave until about 1:00 AM in the following morning. That is a period of almost 16 hours. He did not take any breaks and worked continuously without either a lunch or dinner break. He was extremely polite, and worked with a great deal of concern for my belongings. He was very careful to keep everything clean, and was very sure not to mark any walls or woodwork.

In addition to all of this care and concern, he did an outstanding job of cleaning the duct work. I have lived in this house since 1971, and to my knowledge, the ducts have never been cleaned since the house was built in 1953. Needless to say, he got an immense amount of dust and dirt from the ducts. I think that Mr. Marconi took 5 or 6 bags of dust and dirt from the filters in his vacuum. It was a very impressive amount of work.

I would like to make you aware that you have a great employee in Mr. Marconi. He is a credit to your company, and an excellent representative for you. I would be more than happy to recommend your company to anyone at any time for home care.

Best wishes and "Thank you" for sending such a fine person to do my work.

Sincerely yours,



Kent R. Rentschler DMD, LLC

*I really can not say how great it was to meet
and work with Mr. Marconi* 