

From: Alain Serkissian [mailto:judyserkissian@sbcglobal.net]
Sent: Saturday, April 03, 2010 8:19 AM
To: Heather Connell
Cc: Jessica Bivens
Subject: 16100 fern way

Hi Heather,

Although we have not received your package as of yet (but I am sure we will very soon), this is with a lot of humility and gratefulness I write you this note. I just found out from a mail from Jessica that your scope of work had stopped earlier on after the 2nd claim and that you took on your own to help us out and advice us...we just did not know that and I cannot begin to thank you enough for your generosity, kindness and support. I am speechless and very very impressed by your actions. You have responded to every single call, you have addressed every single concern, and although we are not quit out of the situation, you sure have helped tremendously. As you probably hear it a lot, a fire is an ordeal for anyone involved, and again we are so grateful to have been directed to Jessica to begin with (who by the way did and does a tremendous job) but also to you who made things easier to understand and deal with.

Many many thanks for Judy, the kids and I...and we hope we will be in a position one day to give it back to you somehow.

Alain Serkissian
Owner / Administrator
Mirabel Lodge
Premiere Assisted living Community

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