



DRF Total Property Solutions-Hero Testimonials

From: Barbara R
To: service@drfplumbing.com
Subject: Installation complete

To Whom It May Concern,

Your installer Y.D. just left my house after installing my new 50 gallon hot water heater....

He was so efficient and also most pleasant since he had to overcome several obstacles to remove the old heater and bring in the new.... I was very impressed with his cheerful attitude...and expertise...

I also want to mention my two phone conversations with Allison... she is a gem!

You are fortunate to have these two people -- Y.D. and Allison - working for your company....

Thank you

Barbara R
Wilmette, IL

From: Neil T
To: <scott@drfinstalls.com>
Subject: Tormon Water Heater
Scott,

I just want to write you how helpful your serviceman Felix was over my transaction for a new water heater install. As I mentioned to him, he gave me more information than I needed which was very helpful. Your prices were far less expensive than the big chain stores(homedepot, sears). I did see your advertisement on Angieslist.com so I decided to call your company. Once the work is done and I'm sure it will be beyond my expectations I will surely leave high remarks on their website. Thanks again for the discount and great information from Felix

Thanks

Neil T.
Naperville, IL



DRF Total Property Solutions-Hero Testimonials

From: Katie W
To: info
Subject: Satisfied Customer

I am writing to express my high satisfaction with all communication I've had in the past 24 hours with your company.

Yesterday I purchased a Sears water heater which was scheduled for installation today by DRF.

- The first person who called yesterday regarding the installation was informative and thorough. She promised that I would hear from DRF between 7 and 8 a.m. today about the installation time.
- Indeed, today at 7:20, a different person called to tell me when the installers would be at my home.
- Later, another person called to tell me the installers were about 30 minutes away.
- The two young men who installed my water heater, Jim B. and Justin S., were very polite and efficient. I think it was Jim who took care to instruct me about lighting the pilot light and answered all my questions. He also showed me where the main water valve had been dripping and he tightened the connections to stop the problem.
- Finally, I contacted Joe Carlson regarding the need for a City of Joliet Permit. He quickly found the necessary information and called me back.

I want to say that I am VERY impressed by everyone at DRF! When I learned that my Sears purchase was being "handed off" to an installation company I had never heard of, I was quite skeptical. As it has turned out, your service was beyond reproach!

Thank you!

Katie W
Mokena, IL

From: Dustin W
To: Joe Carlson
Subject: Thanks and Your guys did a great job!

Joe,

I just wanted to pass on a thank you and let you know that Rob did a great job today on our install. Our house is a rental and the owners are out of the country for the holidays. We came home from our own trip to find that our basement/crawlspace was flooded and the heater had stopped working. So as you can imagine it was already a stressful situation. I knew that the install of the new water heater was going to be difficult given that its an old house with a the tough installation location. There is literally a trap door in the floor that you have to come in an out of for access. Rob and your other guys took the time to figure out how to get the old heater out and the new one down without any problems when we really didn't think it was possible. I just wanted to let you know that they handled the situation perfectly and we appreciate the hard work!

Thanks Again
Dustin W
La Grange, IL



DRF Total Property Solutions-Hero Testimonials

From: Cynthia K
To: Joe Carlson
Subject: recent installation

I would like to commend the services of the technicians who installed our new hot water heater on Wednesday, December 31, 2008. These two individuals worked in our cold garage to install this hot water heater correctly. I appreciate their diligence in making sure this hot water heater was working properly.

Sincerely,
Cindy K
Glendale Heights, IL

From: Angela B
To: Joe Carlson
Subject: Water Heater Installation

Dear Sir,

My name is Angela B; I would like to compliment you on your staff (I only have one name Rob Park, there were two guys). They were both very professional and did a very good job of installing my water heater and explaining how it works. They were both quick and efficient and very patient with my very sleepy husband. I would like to again thank them and you for your assistance.

Angela B
Bellwood, IL

From: John V
To: dispatch
Subject: employee appreciation

To whom it may concern:

On Saturday, Jan. 16, 2009 I had a hot water tank installed. The plumber that installed it was very professional. He was very pleasant. He cleaned up when he was done. I offered to help clean and he said that he would get it. He did not complain at all about doing his work like some other workers that I had do some work. If I ever need any plumbing I will make sure to call your company and ask for him.

Thanks,

John V
Romeoville, IL



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From: Charlene M
To: Scott Schnurr
Subject:

Just a note to tell you that I had a hot water heater change out today. My house is old, the basement is dingy and cramped, and I want to comment on the guy who came out to do the work. His name is Albert, and he is a very good worker. He is professional, knowledgeable, courteous, and efficient. He didn't complain at all about the working conditions and he did a very neat job. He went the extra step, too, and taught me (at my request) how to re-light the unit if it was ever needed.

I am a little bit skittish when dealing with gas appliances, and it was sure nice to have somebody work with me on that. Whatever you are paying him, it isn't enough.

When your guys are working for Sears on a service contract, they represent Sears to the customer. The good reputation that Sears has earned over the years is in good hands with guys like Albert.

Sincerely,

Charlene M
Melrose Park, IL

From: Tony M
To: dispatch
Subject: Hot Water Repair

To Whom It May Concern,

I just wanted to extend my sincere compliments to your two service men who worked on my hot water tank earlier today. Specifically, Kevin and Dave were very efficient and conducted their task in a professional manner. They are an asset to your organization!

Tony M
Chicago, IL

From: Trip M
To: info
Subject: Highly Satisfied Customer!

Your installers just left. I had a GE water heater installed through Home Depot. Jim and his helper are hard workers, kept the area clean and did a great install!

Thanks for the great overall experience!

Trip M
Evanston, IL



DRF Total Property Solutions-Hero Testimonials

From: Robert G
To: dispatch
Subject: toilet installation

Just a note to thank you all for the good service you recently provided me. From the courteous girls in the office who answered my phone calls to the professional installers, Jim and Justin who did the work, I say well done.

Robert G
Elgin, Ill

Many are the afflictions of the righteous,
but the Lord delivers him out of them.....Psalm 34:19

-----Original Message-----

From: Lisa K
To: dispatch
Subject: Great Service

DRF Plumbing,
I wanted to take the time to tell you what a wonderful job Nick & Lauren did when they came out to put in my water heater. They were so nice and let me know what they needed to do. He explained everything to me; made sure I understood what he said. They got done and cleaned up everything without even being asked. I was shocked! I have had other plumbing issues & used other plumbing companies with not such good service, I will be sure to tell everyone I know how wonderful your service was. Even Courtney in the office went out of her way when I had a hard time getting the permit. She told me what to do, and really helped me out. Please let them all know it was much appreciated.

Costumer for life!

Lisa K
Bolingbrook, IL

-----Original Message-----

From: Sandy A
To: sales@drfplumbing.com
Subject: A note of thanks and gratitude

Dear DRF Plumbing,

I had my new water heater installed and want to send a note
Complementing your call staff and Greg F. You have a great
winning team and are responsive to people's needs.

Thank you again for the winning service.

Kindest Regards,

Sandy A



DRF Total Property Solutions-Hero Testimonials

-----Original Message-----

From: John A
To: dispatch
Subject: Customer Feedback

Hi, I just wanted to provide some positive feedback with respect to some work your company recently did for me.

Didn't catch his last name, but the technician's first name was Kevin and I wanted to convey that I was thoroughly satisfied, not only with his knowledge and workmanship, but also with his professionalism.

Kevin installed a double basin kitchen sink for us. We are very happy with the work he did, but even more pleased with how careful and considerate he was of us and our home. Our experiences with various installation teams over the years have not always been the best and I don't recall many being as positive as this one was.

I had recently put in a new laminate floor and based on some of those previous experiences, I did have concerns about someone coming in and dropping/throwing heavy tools around and just being generally careless and damaging either the floor, counter tops, cabinets, etc.

There was certainly no such need for concern with Kevin. He was very organized and very considerate. I would greatly appreciate if you would let Kevin know how much we appreciated the work he did and the respect he showed in our home.

thank you very much,

John A
Bolingbrook, IL
From: Sue M
To: info
Subject: water heater

Dear DRF,

Jim and David were just here and I can't wait to take a warm shower in about an hour! Both of these men were very professional and courteous. Jim carefully explained my new water heater to me. I will make sure everything is in order in about 45 minutes when I will check for the hot water.

Thank you for your service.

Sue M
Park Ridge, IL



DRF Total Property Solutions-Hero Testimonials

From: Kevin K
To: sales
Subject: Hot Water Heater Installation

DRF Plumbing:

Just wanted to send a quick note to let you know that John and Matt did a great job yesterday installing our new GE 50 gallon hot water heater. They provided fast and professional service; they were friendly and they cleaned-up the area before they left. Good job guys !!

Sincerely,
Kevin & Brenda K
Algonquin, IL

From: Linda G
To: info
Subject: Jim and Justin

Jim and Justin just left after installing our new water heater. They were great. They worked promptly and were very courteous. they explained how everything worked before they left. great job. Thank you.

Linda G
Wheaton, IL

From: Jeanine G
To: dispatch
Subject: Great job by John & Matt

Hi, my name is Jeanine G and John and Matt installed a water heater for me last Friday. Just wanted to let you know that they were very polite and professional. Everything was explained to me as far as necessary upgrades to meet code, charges for the additional work and operation/maintenance of the unit. I was very pleased with the installation and wanted to commend them personally for the great job. Thanks again.

Jeanine G
Palatine, IL

From: Howard L
To: info
Subject: Good Work-Jim and Justin

Jim B and Justin S started the install at the early end of the estimated time. They were very professional and did a clean install. They were in and out in around 30 minutes or so. Good work!

Howard L
Lake In The Hills, IL



DRF Total Property Solutions-Hero Testimonials

From: Robert R
To: info
Subject: Hot water heater

Jim and Justin did a very professional installation of our new GE water heater today. Efficient, no nonsense, pleasant demeanor. Explanation of operating procedures was done to my satisfaction. Thanks for hiring good workers like them, says a lot about your reputation.

Bob & Marie R
Mount Prospect, IL

From: Anthony P
To: info
Subject: Jim & Justin

We just had two young men, Jim & Justin, install a hot water heater. I would like to compliment them. They were very polite, neat, orderly and professional. Thank you for sending such good workers.

Anthony P
Melrose Park, IL

From: Marianne S
To: info
Subject: water heater

About a month ago I had a water heater installed by Jim B. and Justin S. They were both polite, friendly and clean, just to let you know.

Marianne S
Crystal Lake, IL

From: Jack P
To: dispatch
Subject: thank you again

To whom it may concern;

I would like to say thank you to Jim and Justin who came to my home service today.

They both took the time to search and investigate problem and
They have tried everything in their power to answer my questions.

Your service EXCEEDS the need of your customers.

you are good service provider

thank you again

Jack P



DRF Total Property Solutions-Hero Testimonials

From: Todd B
To: dispatch
Subject: Hot water installation

I am writing to let you know of the good job Jim B. and Justin S. did installing my hot water heater yesterday. They were courteous, fast and cleaned up after themselves.

Thank you for being available for same day service.

Todd B
Lombard, IL

From: Andree M
To: dispatch
Subject: service

Just wanted to let you know that I am quite satisfied with your services. First, I was impressed by the timely phone call after our purchase of the water heater to set up the appointment. I appreciated how the two technicians, Matt and J. Griffel (the 2 names on the card they left) arrived in the time frame given and that they explained what needed to be done and how everything was completed very effectively. I wouldn't hesitate to recommend your services.

Thanks,
Andree M
Gurnee, IL

From: Charles & Loren M
To: dispatch
Subject: Water Heater Install

FYI

Justin S and Jim B from your company did a water heater install at my house on Friday (May 9, 2008). They did a very good job. They were fast clean and professional.

I would recommend to another customer.

Charles M
Western Springs, IL



DRF Total Property Solutions-Hero Testimonials

From: Paul G
To: dispatch
Subject: Justin and Jim

To whom it may concern,

I'm writing to you to express my complete satisfaction with Justin and Jim. They introduced themselves, they were respectful of my property, they instructed me on the proper use of the new water tank.

Paul G.
Arlington Heights, IL

From: Mark R
To: dispatch
Subject: Installtion of hot water heater

Dear Sir,

Mr. Greg F installed a GE hot water today.

The job was completed on time and works well.

Greg, did a excellent job.

Thanks you,

Mark R
Geneva, IL

From: Tom E
To: dispatch
Subject:

Just wanted to drop you a line and let you know how pleased we were with the installation of our new water heater from sears. Greg did a very good job and I feel he should be commended for it. the inspector came this morning and gave the ok..

Tom E
South Elgin, IL



DRF Total Property Solutions-Hero Testimonials

From: Phyllis L
To: dispatch
Subject:

My compliments to DRF's employees, Nick and Bill, for their prompt arrival, extreme professionalism, friendly and polite demeanor and perfect installation this morning of a new Kohler toilet at my home. I was impressed by their good listening skills and appreciated their true desire to be helpful.

Special Recognition for Nick and Bill is quite deserving.

Thank you,

Phyllis L
Elk Grove Village, IL

-----Original Message-----

From: Beth A
To: dispatch
Subject: Excellent service provided!

We wanted to send a thank you note to your company for providing excellent service! This afternoon our irrigation system was serviced and restarted by a technician named David W. He was very courteous, friendly, and professional! He answered our questions clearly and patiently, and brought a needed repair to our attention. He was an excellent representative of the professionalism and expertise that your company strives to provide.

Thanks again!

Beth and Gabriel V
Naperville, IL

From: Dan R
To: dispatch
Subject: Thanks

Hi,

Just a quick note to say thanks to Rob P for his assistance with our water heater install. We had a slight issue with Sears but Rob kept things flowing, explained things well, was very friendly and overall did a great install.

Thanks.

Dan and Theresa R
Western Springs, IL



DRF Total Property Solutions-Hero Testimonials

From: Rene B
To: dispatch
Subject: Dave Wyan

Just wanted to send a quick note of thanks for having a guy like Dave on your team.....I had my system turned on today and even though the weather was very uncomfortable and raining, Dave still performed a terrific job. He made sure he inspected every head and spent time in the rain adjusting those that needed it. He was proficient and professional even with my yapping dog carrying on.....thank you to Dave and DRF for having him working for you!

Rene B
Aurora, IL

From: Richard P
To: sales
Subject: complimentary service

We would like to take a little time to comment on the installation of our water heater. Greg F was the installer, the man was a great deal of information about the heater, how it should be drained, how it will service us. The man is fully competent, about his job, his work ethic is great, before Greg left he made sure the area was as clean as what it was when he arrived. If all your people are as good as Greg you should be very proud of them.

thank you

M.& Mrs. Richard P
Johnsburg, IL

From: Brian S
To: dispatch
Subject: very positive feedback

Hello,

Just a quick note of feedback—we purchased a water heater this AM from Home Depot at 9:30 since our existing one rusted through last night.

By 10:30, we received a call from DRF's dispatcher who was very courteous and let us know that she was checking with the field to see who was close and how soon they might be able to get to our house. She called back and let us know that someone was on the way.

Within an hour, Nick and Justin arrived and were extremely professional and expedient. Within an hour, they had removed our old heater and installed the new one. It's now working great and we were able to use hot water.

My thanks to DRF for such a great job helping us. We will call DRF back for any other plumbing, HVAC needs that we have.

Thanks again.

Brian S



DRF Total Property Solutions-Hero Testimonials

-----Original Message-----

From: Shawn B
To: dispatch
Subject: Water heater install

I just had Greg F here to do a water heater install, and he did a fantastic job. He was courteous, answered all of my questions, worked quickly, and overall did very well.

Thanks,

Shawn B
Carpentersville, IL

From: Melody E
To: dispatch
Subject: installation

To whom it may concern:

Greg asked me to rate his installation work on my new hot water heater. I rate him A-1. He arrived on time, was professional and informative, and tidy.

Thanks for the great service.

Melody E
Hanover Park, IL

-----Original Message-----

From: Bill E
To: dispatch
Subject: Thanks for everything

A quick word of thanks again from Susan and me for the spectacular job you did connecting our plumbing and installing the new faucet. We had had the counter top installed 5 days prior to your visit, and had no idea that there were things we should have had ready for you until you gently broke the news to us. Can't tell you how much we appreciated your moving your schedule around for us to buy us a few hours to go get the things we needed- your flexibility made a huge difference to us. And the quality of the work you did was as good as any we have ever had done in the house for any plumbing purpose.

So thanks again and please email me your supervisor's email address so I can let them know what a great job you do for them. Hope they are really taking care of you.

Best,
Bill E
Evanston, IL



DRF Total Property Solutions-Hero Testimonials

From: Donald L
To: sales
Subject: Good Service

To: hero
Subject: Extraordinary Service - Thank You!

Dear Scott,

I wanted to write this note to you to extend my thanks to two of your installers this evening. John G and Andy arrived at my house at approximately 5:30 this afternoon to install a new water heater. Upon inspection of the existing unit in my basement they discovered we needed some additional work performed to meet local plumbing code. It took me approximately 60 minutes to and a couple phone calls to the office to straighten out my original understanding of the initial quote. After some discussion with the office I came to resolution on the price. Throughout this entire time, John and Andy were patiently waiting for this resolution in order to begin work. They could have easily left and rescheduled another time but understood my house was without water and so they stayed. I suspect we were the last stop of the day, the final to do between work and family, yet they stayed to finish the job.

My thanks to John and Andy for their patience and understanding of my family's needs, at the expense of their time with their families.

Dave B
Gurnee, IL

From: David C
To: hero
Subject: Greetings!
Hi,

My name is David. I live in River Forest. Jeff helped us install water heater on July 17. We really appreciated his help. We are impressed deeply with his patience and professionalism. He is kind of worker every customer wants. Thank you for sending him for us.

David C
River Forest, IL



DRF Total Property Solutions-Hero Testimonials

From: Charles S
To: hero
Subject: Water heater install

Dear DRF,

I wanted to let you know that I was pleasantly surprised with your company from start to finish regarding the installation of a water heater we purchased through Sears. Every interaction with your employees (initial call and set-up, plumber, post call follow up) has been professional and have exceeded my expectations for customer service. The plumber that came to our house, Mickey O, was friendly, knowledgeable, and took the time to make sure the job was done right. In fact, I am so pleased with your visit today, I will definitely use DRF for all my future plumbing needs. Thanks for the great work. I will be sure to let Sears know as well they are using a quality company.

Regards,

Chuck S

From: Greg R
To: hero
Subject: Hot Water Heater Installation

I just wanted to drop a quick note to let you know what a great job David B did when installing my hot water heater. He took great care in completing a professional installation. Dave recommended replacing the saddle valve to ensure compliance with Palatine code. I agreed and it was done professionally and will provide much better service in the future. He explained in detail the proper operation of the hot water heater and thoroughly cleaned the area before leaving. The appearance of the new unit was much more professional looking than the appearance of the previous unit.

Thank you for providing a great service.

Sincerely,

Greg R
Palatine, IL

From: Peter J
To: hero
Subject: Water Heater Installation -

Scott, just wanted to let you know that Justin S. did a great job last night (7/23/10) installing my new water heater. I really appreciate the expedited service, it saved our weekend with out-of-town company.

I was surprised at all the code updates that had to be done and their cost, but at least they're done and I don't have to worry about them again.

Peter J
Naperville, IL

-----Original Message-----



DRF Total Property Solutions-Hero Testimonials

From: Taro M
To: hero
Subject: Residential Water Heater Installation by DRF Total Property Solutions

Dear Sir:

On July 22 I purchased a new 50 gallon gas water heater from Sears Appliance Store at Mt. Prospect Plaza as a replacement for my old unit which sprung a leak. Sears subcontracted the installation of the new unit to DRF Total Property Solutions. The reason for this Email is to commend the removal of the old unit and the installation services of the new gas water heater provided by Mr. Jeff S on July 24, 2010. Jeff provided a thoroughly outstanding professional job of removal of the old water heater and replacement installation of the new water heater. I would not hesitate to utilize the services of DRF on any future projects I may have and/or recommend DRF to my acquaintances. Thank you again for a job superbly done.

Respectfully,

Taro M

From: Nancy V
To: hero
Subject: Evaluation

To Whom it may concern:

I just had a new Water Heater installed tonight by John G and Vince - They were great! Very professional and knowledgeable.... I have never had such easy going workmen in my house before. They evaluated the situation, told me what needed to be done in order to make it right. You can tell that they do the job right and don't cut any corners. And that is very nice to see when there are so many plumbers, electricians, etc. out there that are scamming people. I really appreciate how John went the extra mile to replace a lot of old, corroded pipe in order to make the job right and the most efficient. Just so you know, I called a plumber out of the yellow pages and they said they would come, they never showed up and never called. Every time I called, I could never get a hold of anyone and had to start all over again with my situation. Hours went by and no one showed up. I finally said forget them and I called Home Depot. These guys made what is a stressful situation to a homeowner like a cake walk. I'm going to call on you guys for any of my repair needs.

Thanks again,

Nancy V
Schiller Park, IL



DRF Total Property Solutions-Hero Testimonials

From: Ed R
To: hero
Subject: Service Comment

This e-mail is in reference to the service call performed this Monday morning by Dave W. The maintenance was performed on our in ground sprinkler system, installed by a different company. I found Dave to be very professional in the manner in which he performed the service request. He took care of all that I asked, answered any questions I had and spoke briefly about DRF Total Property Solutions. Dave left a couple of business cards and I will consider DRF if and when any future plumbing requirements arise.

My thanks to Dave, from a satisfied customer.

Ed R
Crest Hill, IL

-----Original Message-----

From: Audrey M
To: hero
Subject: Plumbing Work By Justin S

Justin did plumbing work at our home on Friday, July 23. He called to give a head's up that he was leaving one of the job sites and would arrive at our home within 30 minutes. He was on time. Justin assessed the work and determined that one of the pipes needed to be cut and rerouted to allow for the oversize sink that had been installed. He was unable to hook up the garbage disposal because we did not have all the parts to our old disposal. Justin's work was done in a workmanlike manner and we are pleased with his work.

Dennis and Audrey M
Homewood, IL

From: Linda C
To: hero
Subject: Dave

Hello,

Dave was here a short time ago to season start-up service the [irrigation system](#) at our home. He found a couple of problems and will follow up with those, as well as getting someone here to check our RPZ valve.

Thank you for sending someone so professional. I look forward to getting the rest of the project finished.

Linda C
Woodridge, IL



DRF Total Property Solutions-Hero Testimonials

From: Patricia D
To: hero
Subject: Great Service

To whom it may concern,

I am writing in to tell of my experience in dealing with an employee by the name of Sean H. Sean was EXTREMELY knowledgeable and SUPER efficient in answering my "ten thousand" questions about buying a new water heater. It was truly because of the service that I received from him that I chose to bring my business to DRF. His demeanor and thoroughness is quite an asset to the company!

Also, I would like to mention that I needed to speak with Nicole in the Heating Dept. and thank goodness for that too! She was able to really help me out by contacting the head of the dept to see if as a favor he could respond to my situation before a 99 degree weekend without air conditioning. She was also an absolute pleasure to deal with and very thorough as well!

Lastly, but not least, A HUGE thanks to Mike (head of the Heating Dept) for saving us that July 4th weekend! And most recently for coming out Monday (late- probably after having already working 12 hours or more) and getting our air conditioning up and running after it stopped due to the recent flooding in many areas.

What a SUPERIOR group of people that I have dealt with at DRF! This company will certainly be my first choice for any future needs and if anyone ever asked for a referral I would definitely recommend DRF!!!

Thanks to all that have helped me out and especially to Sean for starting things off great :)

Patricia D
Broadview, IL

From: Naomi I
To: hero
Subject: Thank you!

DRF,

My hot water heater needed to be replaced. Your service from the time I called through the installation was excellent. Sean answered the phone and was very helpful in answering my questions that I needed in order to place my order. Then I needed to change the size of the tank. Again, the lady who answered was professional and very courteous. I apologized for having to make this change. I had to call your office today because I already misplaced this e-mail address and the service men's last name. Another lady answered and quickly gave me the information that I needed and thanked me several time for asking.

On July 27, 2010 John and Andy replaced my hot water heater. John walked me through what needed to be done. They were both very professional, polite informational, courteous, and conscientious workers. They worked quickly and were very neat about their work. Because my husband passed away, I really appreciated their patience in explaining more that they probably usually do. I need a smaller job done and would like to request John and Andy, or whoever will be the apprentice, Of course I will do call during a drier time.

You are especially appreciated because I know that the recent heavy rain and flooding has your company working exceptionally hard. Again, thank you.

Naomi Ikoma



DRF Total Property Solutions-Hero Testimonials

From: Dirk A
To: hero
Subject: Compliments to Service Technician Bill Kropp

Dear DFR,

Your technician Bill K saved the day by doing the following:

1. Installing professionally our new hot water heater
2. Doing so pleasantly on a hot evening after a long day of work
3. Cleaning his work site in a professional fashion

I would like to compliment him completely!!!

Thank you for completing the job today as I was insistent that I was unavailable tomorrow. Our life will be back to normal shortly. I hope this GE heater lasts better than the last heater which was of poor quality.

Regards,

Dirk A
Rolling Meadows, IL

From: Judy S
To: hero
Subject:

I would like to say what a wonder job Mike and Vince did installing our water heat on July 28. They were friendly and explained what they would do and then explained the installation after everything was finished. They cleaned up so well, you couldn't tell that anyone had been there. A great big thank you to these two guys.

Judy S
Summit, IL

From: Lynne Z
To: hero
Subject: thank you and commendations

We would like to thank DRF for the excellent service that we received following the flooding of our basement. The following workers did a great job and were very thorough in their explanations about our new hot water heater:

Nicholas F
Joe M
John
Andy

The people who handled all our phone calls were also very helpful, polite, and efficient.

Lynne and John Z
Maywood, IL



DRF Total Property Solutions-Hero Testimonials

From: Brad W
To: hero
Subject: Install service Andy/John

I would like to commend two of your employee's, Andy and John, for the professional level of installation service provided. I purchased a water heater from Sear's after my basement flooded. Your company provided the installation on 07/30/2010. I was given a concise explanation of the procedures and paperwork. The installation was fast and clean. Andy and John were upbeat and polite throughout, and work very well as a team. You have two excellent employees, and they are a great asset to your company. Thanks for the outstanding service,

Brad W

Elmhurst, IL

From: Jean R
To: hero
Subject: DRF Service

Last week, this time we had 15" of sewer water flood into our basement. The week was stressful having to deal with that and then begin to organize recovery. After having unsatisfactory contact with 3 other companies to arrange for a new water heater, I contacted Home Depot who put us contact with DRF. From the point of contact to completion of service, all of your employees demonstrated excellent service in a professional manner. They too under pressure with the deluge of customers were reassuring and compassionate and reassured me that they would do their best to get me a new water heater as soon as possible. In particular Andy and his co-worker who installed the water heater, and Jenny and Allison who assisted on the phone were awesome. They provided me the information necessary to make a purchase that met my needs and demonstrated truly professional service. I thank you and will be sure to pass on your company's name to friends and neighbors. Thank you again, Jean Rizzo

We have a sewer shut off valve that I talked with Andy about. We hope to have you repair that for us.

Jean R
Elmhurst, IL

From: Victoria H
To: hero
Subject: Water Heater installation

I wanted to let you know of the quality work that Nicholas F and Joe M completed at my home. They were professional, courteous and completed the work in a timely manner. They are an asset to your organization.

Sincerely,

Victoria H
Oak Park, IL



DRF Total Property Solutions-Hero Testimonials

From: Alice G
To: hero
Subject: Excellent Technician and Service from Nick

Just wanted you to know my whole experience with your company was so so great, and of course, Nick was not only professional in every manner, but possesses the necessary technical knowledge. Certainly will be a pleasure to recommend your company.

Alice G
Lake Barrington, IL

From: Matt Forsthoefel
To: hero
Subject: Quality Work

Dear DRF

I wanted to drop a quick note to let you know I am very satisfied with the work performed by Mike and Bill and all the coordination done by Felix in connection with my tankless water heater replacement.

The team knows what they are doing and I am pleased with the installation of my new system.

They were all very courteous, professional and kept me informed of the progress of my installation.

Thanks again for a great installation.

Matt F
Gurnee, IL

From: Jean H
To: hero
Subject: FW: Kevin J - Plumber

Last week we had a new hot water heater installed in our home. Kevin J was the plumber who came to the house to install it. I found him to be not only very amiable, but also knowledgeable about the product, efficient, and he knew what he was doing. He also walked me through the lighting of the pilot light and how to adjust the water heat temperature. On top of all of this, he cleaned up my kitchen afterwards because I was showing the house to prospective buyers. I was definitely impressed and will request him for any work done in the future.

Thank you,

Jean H
Lisle, IL



DRF Total Property Solutions-Hero Testimonials

From: Robert S
To: hero@drftps.com
Cc: Scott; Dennis; Joe
Subject: Complete and Total Satisfaction
Importance: High

Dear Scott, Dennis & Joe,

Kevin and Vince just completed my water heater installation at my home. They installed a GE 50-gallon heater and I could not be more pleased. They did a fantastic job. They arrived at 9:00AM and were finished by 10:20AM. The installation went perfectly. Kevin and Vince could not have been better. They left my house in perfect condition. It was like they were never here.

Kudos to Kevin and Vince. Whatever you do, don't lose these guys. They are an excellent asset to your team.

Keep-up the Great Work!

Thanks,

Robert S,
Homer Glen, IL

-----Original Message-----

From: Jeff B
To: hero
Subject: Hot Water Heater Installation

Today, August 4th, 2010, a water heater was installed by two of your crew David B and Leo at my mother's home in Cicero. They did a good job making the necessary adjustments to put the water heater up on blocks, install the new water heater, remove the old water heater, and explaining how to light the hot water heater and control it's temperature. Hopefully the blocks used will be sufficient since they are not as high as those used on the furnace installed by another agent of Sears.

Regards,
Jeff B
Cicero, IL

-----Original Message-----

From: Gail D
To: hero
Subject: Kevin and Joe

Hello,
I wanted to let you know that I could not be more pleased with the service I just received from Kevin and Joe. They were efficient, considerate of my home, polite, and did an overall great job!
In a world where everyone is so ready to criticize, I think it is important to share the good experiences - and this one was great!

Thanks,

Gail D



DRF Total Property Solutions-Hero Testimonials

From: Allen K
To: hero
Subject: Installation and Customer Support Accolades

Your entire team from customer support to the actual installers portrayed exceptional examples of how to take care of a customer and provide the necessary foundation to enhance the integrity to DRF. Each member was professional, articulate, exhibited strong knowledge, excellent listening skills and problem resolution. You should very proud they are on your team.

I would like to call out 3 individuals that truly went the extra mile to ensure this process and installation was uneventful and successful.

- Ellen: Worked with Diana/Steve @ Home Depot-Palatine on Sunday to find viable options and exceed this customer's expectations. Her patience, flexibility and support was very much appreciated.
- David B/Joe M: They made every effort [and succeeded] to make the installation process timely, professional, educational, ensured code was met and that no debris or water from the installation/removal of the water heater were neglected.

I would not hesitate to utilize DRF for future repairs or projects and would definitely refer them to family members and friends.

Thank you!
Allen K
Palatine, IL

From: Alexandria S
To: hero
Subject: Service

Hi,

On Monday Aug. 2nd I had a hot water heater installed by 2 of your servicemen, John and Andy.

I would just like you to know how pleased I was with their service. Their call time was for 11:00 a.m. and that is exactly when they arrived.

They were very friendly, and they defiantly know what they are doing. They explained everything I needed to know. After the old water heater was taken out, John came back in and double checked everything to make sure it was alright.

This whole process took about 45 min. including the paperwork!

There was nothing for me to clean up because they did such a neat job. All I had to do was throw away a box. What more could you ask for! I will recommend your company. John and Andy were great!

By the way, when I was finally able to take a REAL shower (after 9 days of boiling water to take a makeshift one) all I kept saying was thank you John and Andy over and over again!!

Thanks again for the great service,
Alexandria S
Bellwood, IL



DRF Total Property Solutions-Hero Testimonials

From: Peter T
To: hero
Subject: RE: Andy and John G

Gentlemen:

Please be advised of the excellent service I received on 8/4/10 from Andy and John regarding the installation of a water heater.

They were very professional, explained all that they did and did a superb job of cleaning up after the job was completed.

Thanks for sending them out.

Peter T
Morton Grove, IL

From: Jim A
To: hero
Subject: I had service at my home by Jeff S today!

I just wanted to let you know he is personable, a hard worker, a great plumber, and does an excellent job leaving the place as clean as it was before he started! He is an asset to your organization!

These days' hard workers such as him are few and far between. We feel blessed to have had him install our water heater. He gave us peace of mind that our water heater situation will be better and his work is trustworthy.

Jeff is a great plumber and I am keeping his business card on hand. When I need more work completed in my home, I will call DRF and ask for Jeff S!

Thank you for really delivering for Home Depot!

Jim & Peg A
Wheaton, IL

From: Dennis N
To: hero
Subject: Water heater installation completed by Jeff S

I would like to inform you that Jeff S did a wonderful job installing a water heater on 08/05/2010. He explained everything before he started working and gave me a competitive quote. The installation and removal went well. The inspector came by today and approved anything. I will recommend your company and Jeff to anyone in need of the services that you provide. Thank you for your services.

Dennis N
Streamwood, IL



DRF Total Property Solutions-Hero Testimonials

From: Jahan S
To: hero
Subject: Jeff S

I had my water heater installed this afternoon. Jeff took his time explaining to me what I need to know. He did not rush doing his job, but finished the installation very professionally and neatly. He was very respectful and careful handling the water heater inside and sees to it that he was not damaging anything in my townhome.

Please thank Jeff again for me. He gained my trust and for sure in the future I will be contacting your company for any work that needed to be done in my townhome. He is a good asset to your company. I know that when he gets home after his work is done, he takes pride performing his job and making us the consumer very satisfied.

Sincerely,

Jahan S
Villa Park, IL

From: James B
To: hero
Subject: Installation of Hot water Heater

DRF Total Property Solutions

Dear Sir,

I would like to comment about the outstanding job your employees John and Andy did on the installation on my new GE Hot water heater. I am a Safety Specialist at a military base by trade and have inspected boiler rooms and associated equipment on a routine basis. The installation was top notch all the way down to the solder joints. John and Andy explained in detail the operation of the hot water heater so there was no doubt in my mind I could deal with any minor problems that may arise. Thank you for sending me top of the line plumbers.

Jim B
Zion, IL

From: Paul K
To: hero
Subject: Sink Disposal installation

Dave W did an installation of a sink Disposer at our home this past Saturday. He did a quick, clean and efficient job, while being very friendly and courteous. He explained the other services that DRF provides and I will surely keep your card for future services. Thank you.

Paul K
Frankfort, IL



DRF Total Property Solutions-Hero Testimonials

From: Willie F
To: hero
Subject: Job# 27496035 (Jeff S)

To Whom it May Concern at DRF:

We just wanted to write a quick note regarding the service of Mr. Jeff S. He did a quick, efficient, and very professional job of replacing a hot water heater gas pipe which did not pass initial inspection by our village inspector. Jeff was outstanding in his assessment, explanation, and execution of the job at hand - most impressively was his good old-fashioned sense of customer service, which was excellent.

Thank You,

Willie & Lorrie F
Palatine, IL

-----Original Message-----

From: Jeff K
To: hero
Subject: New water heater installation comments

I just wanted to send a quick note to express my thanks for the quality water heater installation I received today. Mickey O was very helpful and professional throughout the installation. He answered all of my questions and helped me understand more about the water heater. Mickey also had some safety improvement suggestions for other plumbing tasks in my house which I plan to get resolved once I have the funds.

DRF is lucky to have Mickey O who obviously is a hard working professional. When I have future plumbing or gas line projects to be completed, I will definitely be getting a quote from DRF and will request Mickey do the work.

It was stressful having to deal with a failed water heater, but after the installation I feel very confident that I made the right decision with the water heater I bought and with DRF (via The Home Depot) and Mickey doing the installation.

Thanks again for the great job, Jeff K

From: Jayce S
To: hero
Subject: Joseph M

Hello,
I just wanted to let you know how happy both my husband and I were with Joseph M's service. He fixed -very efficiently - what was a huge problem for us. Thanks again!

Geof & Jayce S
Crest Hill, IL



DRF Total Property Solutions-Hero Testimonials

From: Anne W
To: hero
Subject: Service Call

We were very happy with the service that Joe provided when he replaced our hot water heater this past Tuesday, August 10.

There were a few items that we had to pay an additional charge for in order to be up to date with the current code. Then he found another item which he needed to add to be current with the code, and he did not charge us for that for which we are very grateful.

Both Kevin and his trainee were very efficient, and we were pleased with the service.

Thank you,
Anne W
Hoffman Estates, IL

-----Original Message-----

From: Barbara S
To: hero
Subject: Jeff S

Just a quick note to tell you how much I appreciated Jeff and the work he did installing a water heater at my property on Thursday. He was professional and courteous and after the confusion I had with purchasing and obtaining the correct unit from Sears, his knowledge was reassuring.

Thank you for your prompt help.

Barbara S
Evanston, IL

From: Brad A
To: hero
Subject: Hot water heater installation

I had John & Andy out last Friday to install a hot water heater and just wanted to let you know how happy I was with their professionalism. They did a great job of explaining the whole process in detail and answered all my questions.

The installation was completed in a timely manner and they left the work area neater and cleaner than it was when they arrived. They even took every precaution to prevent a mess when removing my old rusted and leaking heater.

Great job and I would have no hesitation using them again.

Brad A
Lakemoor, IL



DRF Total Property Solutions-Hero Testimonials

From: Julie F
To: hero
Subject: Bill K

I just wanted to let you know how appreciative I am that Bill was able to complete the job at our house. He came to the house thinking he was going to install an RO system. Little did he know there was other work that needed to be done (many hours worth). He made our job his priority, coming back the next day to finish it. Thanks to the company for being able to rearrange his schedule to allow this. Thanks to Bill for completing our job and explaining everything thoroughly.

Julie F
Naperville, IL

From: Dion O
To: hero
Subject: Water Heater Installation

DRF Management:

Today we had a water heater installed by DAVID and VINCE from your company.

In this day and age, when everyone complains about service, it's really a pleasure to inform a company when their employees do an outstanding job.

My wife and I agreed that both DAVID and VINCE were friendly, professional, and efficient. They accommodated anything we asked and answered any questions. Overall, you should be proud of professionals like these two. Employees like this don't just happen; they must be a reflection of your whole company.

Don't forget to inform Home Depot you have employees of this quality.

Thanks for everything.

Dion and Joan O
Plainfield, IL

From: Karen Z
To: hero
Subject: happy customer!

Hi, Just had to write this to let you know how pleased I was from start to finish with your service from drf. I desperately needed a new hot water heater and someone to install it. Home Depot recommend DRF. From my first call where I spoke to Olivia, who was wonderful to explain in detail prices and options and so very , very helpful and polite, to Jennifer who called to confirm my delivery time just as promised the very next morning, to the Wonderful service men Chris and Rick who installed my new water heater, every part of this transaction was totally professional , polite and efficient! I cant thank you enough for the wonderful job you do and especially to get my water heater put in the Very Next Day!! After 2 weeks of cold showers ,You dont know how great the next day service was!!! A very special thank you to Chris, who with Rick installed the water heater, you are what all service people should model themselves after, fast , efficient, pleasant and caring. Thank you Chris and DRf . I would recommend you to everyone. Any future needs I might have You'll be the First I call.

Thank You Again !!!

Sincerely, Karen Z



DRF Total Property Solutions-Hero Testimonials

From: Jennifer S
To: hero
Subject: New Hot Water Heater (yay!) =)

Wanted to say thank you for providing such excellent service regarding the replacement of our Hot Water Heater....

I cannot say enough about how pleased I was with our repairman Matt B...he arrived exactly at the time we were told he would be here...and was super nice, and professional, and very informative when it came to explaining exactly what he would be doing with the faulty water heater...what would need to be done to bring us up to code when he installed the new heater....and information about the new heater itself. He took the time to walk me through the features on the new heater he installed as well as the differences between the new heater and the old one he removed.

....thank you to DRF Total Property Solutions....and an extra thank you to Matt!!

Jennifer S
Woodstock, Illinois

From: Christian C
To: hero
Subject: Service for 1193110235

I am writing to let you know that Dave B just left my home. Dave was very professional and courteous. He also helped me a great deal in finding a solution to fix the fact that I ordered a water heater too tall for my home. Dave worked with me, suggested an easy and cheaper solution that ultimately saved me money and time. Dave finished his work quickly and all looks great.

Thanks Dave!

Regards,

Christian C
Carol Stream, IL

From: Chuck W
To: hero
Subject:

To whom it may concern,

I wanted to send a quick note to express my appreciation for your employee Jeff S. Jeff installed a water heater in my home this past Monday. He was extremely professional and did an exemplary job with the installation. I was very impressed with Jeff in taking the time to answer all of my questions and explain the "how" and "why" of what he was doing, each step of the way. Jeff did take the time to inform me of some other potential plumbing issues I may have in my home, and I would not hesitate to have him back for more work. Thank you to Jeff, and your company for a very good experience.

Sincerely,
Chuck W
Downers Grove, IL



DRF Total Property Solutions-Hero Testimonials

From: Murtaza A
To: hero
Subject: water heater/Jeff

Water heater replacement on August 17 by DRF.

I just want to bring this to your attention that Jeff was very professional in his work, he explained everything what needed to be done as per the village compliance, and after he completed his work he went thru and explain us what to do in case of an emergency.

Although these were the required steps Jeff took to explain to us, he is thorough, patient, and detailed oriented person. I am sure this is a part of the training DRF provides to their staff.

I will strongly refer to anyone who needs to have the work done.

Murtaza A
Glen Ellyn, IL

From: Jamie M
To: hero
Subject: Toilet Installation

I just purchased a new toilet from Home Depot. Your company came out and installed it.

I wanted to send this e-mail to say Thank You, from the phone call from Dana, with confirming the appointment, plus the installation done by William K who was so professional, and made sure my bathroom kept as clean as when he came in!!!

Thank You Very much!!

Jamie M
Crest Hill, IL

From: Joe H
To: hero
Subject: Water Heater Installation

DRF TPS,

This morning, John G and Andy installed a 40 gal water heater in my home and I want to say that they did an outstanding job. They were very professional and explained, in detail, everything they were going to do. I can assure you that I will be calling DRF for any future needs.

Sincerely;

Joe H
Grayslake, IL



DRF Total Property Solutions-Hero Testimonials

From: Dale L
To: hero
Subject: Excellent service

I bought a water heater from Home Depot and contracted your service to install it. First I want to complement Mendy in your office. She took care of all the scheduling, particularly the installation permit from Huntley. All I had to do was go pick it up. Mickey came the next day and did an excellent installation. He explained everything I needed to know and was in and out. It was a pleasure working with your people. Very friendly, knowledgeable and helpful.

I am a happy customer,
Dale L
McHenry, IL

From: Dennis R
To: hero
Subject: Irrigation System Install

To DRF Management Team:

DRF installed a residential irrigation system at my home in Lisle on August 18th and 19th. Mike arrived before the rest of the install team to map out the plan. He was courteous, professional and willing to answer every question that we asked him. It was easy to tell that Mike had tremendous knowledge and professional experience with irrigation and plumbing. When Alex and Leo arrived, he lead them through his installation plan. They worked tirelessly late into Wednesday evening and returned early on Thursday to finish the installation. Mike provided additional guidance and remained "hand-on" throughout the project. He has spent whatever time necessary with us to make certain that we are content with our investment. "Whatever it takes." On Friday August 20th, Mike returned to further explain and detail the operation of the system. He was kind in "tweaking" some minor functional areas of the system as well. Your install team is thorough, conscientious and willing to satisfy all requests. We were impressed by their work intensity in the oppressive heat of the day.

Behind the scenes, Karen M has dedicated herself to be in constant contact with me prior, during and after our agreement to have your company install our irrigation system. She is persistent, enthusiastic and trustworthy with impressive drive to successfully co-ordinate your business. She maintains communication with us on the project.

Thanks to Mike, Alex, Leo and last (but not least) Karen, the Regan family has confidence in current and future service and support that DRF will provide for our irrigation system.

Respectfully,

Dennis and Sharon R
Lisle, IL



DRF Total Property Solutions-Hero Testimonials

From: Carol F
To: hero
Subject: Dave W

David came today to take care of the plumbing. I was impressed by his efficiency and neat job. He is a very pleasant young man. I would recommend him to my friends. If it fits into his schedule, I would like him to return on Thursday for the re-installation of the faucet, etc., once my countertops are installed on Wednesday.

Thank you.
Carol F

From: JAMES G
To: hero
Subject: water heater install/Joe Moody

My name is James, I just had a new water heater installed by one of your servicemen Joe M. He was very professional and courteous, and he did an outstanding job.

Sincerely

James G
South Elgin, IL

From: Russell L
To: hero
Subject: Albert H Installation

To whom it may concern,
We would like to tell you about Albert H who installed a hot water heater 8/24 in our home. Albert was a very polite professional. He openly shared his knowledge and addressed many of our concerns. When we had questions he gladly provided answers along with helpful tips. If we were running our own company Albert would be working for us. He is a valuable professional that should be recognized.

Regards,

Russell L
Clarendon Hills, IL



DRF Total Property Solutions-Hero Testimonials

From: James G
To: hero
Subject: Positive feedback for installation

Hi DRF,

I had meant to write this a long time ago, but you know how it is - we just get busy with other stuff and never get around to it.

I'd like to provide positive feedback to the two guys (John and Andy) that installed a new 50 gallon water heater in our house in Palatine, IL, on April 22, 2010. They did a great job! The water heater is attached really well, and they replaced some old ducts with some nice new ones.

The water heater has been working really well and we're confident it'll work well for many years.

Thanks guys for the good job done!

Jim G
Palatine, IL

From: Lorraine P
To: hero
Subject: Joe M

Joe installed a new water heater in our home yesterday and we wanted to let you know how pleased we were with his service. He was professional, timely in his work and very courteous. Give the boy a raise!!!! He worked hard for his money.

Lorraine and Charles P
West Chicago, IL

From: Joyce B
To: hero
Subject: Mickey O

Dear sir or madam:

Today, Mr. O installed a new hot water heater. He was very professional. He explained everything that he was doing and showed me all the shut-off valves. He also changed the copper tubing valves as they were not to code. Then, he cleaned the whole area and left it looking better than when he started! So, thank him again and we will use you in the future for our plumbing needs.

Sincerely,

Joyce B



DRF Total Property Solutions-Hero Testimonials

From: Garry W
To: hero
Subject: Nicholas F

DRF,

Monday evening of this week, Nicholas F arrived at our house to replace our blown water heater...this could go into micro-detail but the simple issue is he provided extremely professional, courteous thoughtful service...more so that any similar such service in the past and in the end he cleaned up, more than would be expected.

I have not written such a note of commendation in the past.

Nicholas is to be praised.

Garry W
Evanston, IL

From: Mark S
To: hero
Subject: Matthew B

To Whom It May Concern,

I'd like to specifically commend Matt B for his job performance and professionalism exhibited during his service call to my home to replace a water heater. Matt was upbeat and personable throughout the entire service call. He nicely explained the additional costs that would be required to bring the installation up to code, making the best of what any customer doesn't like to hear. He very articulately explained the additional work and costs involved. Matt was very conscientious, doing his best to make as little mess as possible and making a point of cleaning up after himself. His can-do attitude, exhibited energy and attention-to-detail in his workmanship inspired confidence and is very appreciated. Matt consistently represented DRF in a positive manner.

Please pass my thanks on to Matt for a job well done.

Sincerely,

Mark S
Winnetka, IL

From: Kishore W
To: hero
Subject: water heater installation
Hello,

Good morning! I want to thank "Hero" for doing excellent job installing our new 50 gallon water tank. He is efficient and knowledgeable.

Sincerely,

Kishore W Elmhurst, IL



DRF Total Property Solutions-Hero Testimonials

From: Mike F
To: hero
Subject: Matt B

...installed our water heater this weekend and we just wanted to compliment his professionalism and workmanship. He was very friendly and knowledgeable, and his work is top-notch. Thanks!

Sincerely,

Mike & Stephanie F
Lakewood, IL

-----Original Message-----

From: Jerome G
To: hero
Subject: Hot Water Heater Installation

John and Andy, your two installers did a great job hooking up my new Sears hot water heater and removing two old heaters. Thanks for a trouble-free experience. I would certainly use your firm again.

Jerome G
Barrington, IL

From: Liz N
To: hero
Subject: Great experience with Jeff S

Hello,

Jeff S installed our new water heater today. He was kind, courteous and professional. I will be calling your company again for my plumbing needs.

Sincerely,

Liz N
Wheaton, IL



DRF Total Property Solutions-Hero Testimonials

From: Deana R
To: hero
Subject: Installation of Water Heater Today

Hello.

This is just a quick email to follow-up on a water heater that was installed at my house today in Rolling Meadows, IL. Albert H and Elmer came out from your company to do the installation.

I wanted to comment that they did an outstanding job. Albert and Elmer were very friendly, professional, informative, and polite. They explained everything to me about my new unit. They answered all my questions and they were so nice.

I just wanted to let you know that Albert and Elmer represent your company well. They are great employees to have.

Thanks.

Have a nice day.

Deana R
Rolling Meadows, IL

From: Shirley N
To: hero
Subject: Installation

This morning I had a water heater installed at my home. I was set up for the first delivery and would like to tell you of the experience I received.

The young man that was here was Mickey O. He was here on time, was well groomed and polite. He took great care in delivering and removing the water heaters. Upon completion, he left the area neat and clean and explained all the information that I should know. The empty container was cut down and easy for me to get to the street. He further made a water hardness test only to find out that the soft water system I currently have is not doing an adequate job and suggested I have it checked by Culligan, I appreciated his suggestion..

I will call on your services again when the need arises.

Thank You,

Shirley N
Crest Hill, IL



DRF Total Property Solutions-Hero Testimonials

From: Theresa W
To: hero
Subject: Service Conducted By Jeff

To whom it may concern,

I was pleased with the service provided today by Jeff S on the installation of a new water heater in my home.

He was professional without being too technical about something I have no previous knowledge. He was courteous, down to earth, and actually quite pleasant.

I've had other in home repair services over the years and I must say most of the time I have no interaction at all and I just stay in another room until the work is done. In this case, I didn't mind sharing a comment or two as I was at ease with a stranger in my home given his pleasant upbeat nature.

Thanks.

Theresa W
Bartlett, IL

From: Jeanne L
To: hero
Subject: Matt B/install

Hello,

Just following up with info about our Aug. 28 install of a home hot water heater. Matthew B was our installer, did a great job, left everything clean, and best of all, we have hot water after our old heater died on a Friday night. So thank you, DRF, for coming out and for Matthew doing such a good job for us on a Saturday.

Sincerely,

Jeanne L
Libertyville, IL

From: Maureen S
To: hero
Subject: David B

David did a great job on installing our new water heater. Even the village inspector agreed. He was professional and courteous.

Thank You,
Maureen S
Lake in the Hills, IL



DRF Total Property Solutions-Hero Testimonials

From: Steve K
To: hero
Subject:

John G did a water heater installation at my home on Monday, August 30th. He did a great job. He was professional to say the least! Both my wife and housekeeper informed me about his professionalism. The job was done quickly and very neatly! If all of your employees have the same work ethic and professionalism that is a tribute to you and the company. Success will have no bounds...

Thank you. Sincerely,

Steve K
Long Grove, IL

From: ARTHUR B
To: hero
Subject: Jeff S

Jeff installed our hot water heater yesterday and did a fine job. He took what was a violation of the village code and would never have passed inspection and made it right. He politely explained what was wrong and the needed steps to make the corrections and then proceeded to do the work in a timely manner.

Arthur B
Skokie, IL

From: Shawn A
To: hero
Subject: Water Heater Installation 8/20

TO WHOM IT MAY CONCERN,

I just wanted to thank your business for a job well done. The technician, Joe M, that you sent to replace my gas water heater was extremely courteous, well organized and professional. His work was clean and flawless!

I would definitely recommend your company to my friends and relatives.

Once again, thanks for your professionalism.

Shawn A
Naperville, IL



DRF Total Property Solutions-Hero Testimonials

From: Lillian Z
To: hero
Subject: Kitchen Faucet Install - 8/28/10

Good afternoon,

Justin S came to install my faucet on Saturday. He did a great job. He was quick & clean and made sure I knew how to use the faucet.

After he left I had an issue with the aerator – it was on to tight. I called and spoke to a very nice unknown person who tried to help over the phone. We resolved the problem. She also followed up with a phone call.

I would like some pricing on removing a garbage disposal and re-piping in PVC.

Thank you,

Lillian Z
Deerfield, IL

-----Original Message-----

From: CJ C
To: hero
Subject: Feedback on Albert H

Just writing to let you know Albert was very professional, explained everything thoroughly and took extra care not to disturb my neighbors. It's much appreciated. Thanks!

CJ C
Chicago Ridge, IL

-----Original Message-----

From: Tom L
To: hero
Subject: Water Heater Installation

Joe M did a water heater install at my house Saturday. He did a great job - fast, thorough, and kept me informed as to where we were and what my options were at all times.

Tom L
Naperville, IL



DRF Total Property Solutions-Hero Testimonials

From: Susan V
To: hero
Subject: Plumbing Work

I recently had some plumbing work done by William K. I had to replace a kitchen faucet and piping, and more importantly rout out the pipes so I could use my kitchen sink. William did a fantastic job. He was very professional, the price was not outrageous. He also left the house very clean. Just wanted to thank him and I will be calling your company again if there is a need.

Thank you,

Susan V
Glendale Heights, IL

From: EDWARD T
To: hero
Subject: Note on installation of water heater

I wanted to send a fast note letting you know that the installer did a very good job and made sure I understood my options.

My installers were Joe & Leo.

I had ordered a tall 40 gal gas water heater. My old water heater was a tall but Joe explained that the new tall are higher and that my vent did not have the correct angle for the new one. Joe checked his truck and orders and was able to provide a short water heater and install right away saving me time.

Also the new water heaters are ignited differently than my old one and Joe took the time to explain how the new one works.

Edward T
Elmhurst, IL



DRF Total Property Solutions-Hero Testimonials

From: Judith K
To: hero
Subject: WOW

Like many other homeowners, I am "challenged" when it comes to home repair. And, like many other homeowners, I rely on professionals when work is needed. Also like many others, I have a long list of tales of no-shows, no calls, sloppy work, lack of attention to detail, and workers who made me uncomfortable in my own home. When I ordered my new water heater from Sears, my prior experiences prepared me for the worst.

The first surprise was the phone call less than an hour after I returned from making my purchase. The young man (I didn't get his name) was polite and professional and explained the procedure after getting the information he needed. When he said someone would call between 7 & 8 the day of delivery, I figured I would be calling you at 8:30. I'm happy to say I was wrong. Jessica called much closer to 7 than 8. When she said she would call when the plumber was on the way, once again I doubted and once again I was wrong. In every case, when someone said they would call, they did. On time. With the information.

Over two days' time I had the opportunity to speak with Mindy, Courtney, and Valerie (if I missed some one, please forgive me). Each one was polite, helpful, and called back when promised with the information needed. They were all amazing. John and Andy were exceptional. John told me that the letters on his shirt mean "Do it Right the First time." His work exemplifies that slogan. John answered all my questions to my satisfaction. They completed the work in less time than I anticipated and ensured that the area was clean when they finished. And, they were very pleasant.

I will be calling DRF for all future plumbing needs, and will share my experience with friends.

Judy K
Bensenville, IL

From: John L
To: hero
Subject: Hot water heater installation

Jeff just completed installing my new hot water. I was very surprised when he arrived a few minutes early for the installation as I am used to technicians always showing up late. Jeff went through with me what he was going to do and what was needed as well as why the additional parts were needed. Jeff cleaned up after the job was completed and went through all of the features of my new hot water heater.

I was very pleased with Jeff's professionalism and the way he communicated with me throughout the installation. I rarely send out letters of appreciation, but I felt in this case it was warranted. You need to know that you have a good employee here and he should be recognized for his efforts and customer service skills.

Sincerely,

John L
Hainesville, IL



DRF Total Property Solutions-Hero Testimonials

From: Debbie P
To: hero
Subject: water heater

To whom it concerns;
Today we had our water heater replaced. Mickey O was our installer and was very pleasant and informative. He was considerate and explained everything. Overall we are very happy at this time.

Thank you,
Debbie P
Wheaton, IL

From: George N
To: hero
Subject: Jeffs Performance

Yesterday Jeff arrived to check out our recently owner installed hot water heater, that did not work. Jeff was very professional with his explanation of the cause of the equipment failure. His replies to my questions showed his broad experience and he was very diplomatic when his opinion differed from mine. I am extremely pleased with the final clean and neat job he did and the corrections he made to our system. This was the most pleasant experience I have had with a Service Man. Thank You!

Respectfully

George N
Lombard, IL

From: Mike T
To: hero
Subject:

Hello,
I am a homeowner in Naperville and I had a hot water heater leak problem. I promptly called Home Depot and they sent Mickey O of DRF to the rescue the next day.
My note to you today is to thank you for sending someone like Mickey. He was courteous, ambitious, and professional. His work was very detailed and I felt his diligence and caring were the keys to an excellent job. I would not hesitate to call DRF directly for my needs in the future, knowing that Mickey is employed there.
Thanks again,

Mike T
Naperville, IL



DRF Total Property Solutions-Hero Testimonials

From: Anne D
To: hero
Subject: Representatives

Just to let you know that I am very pleased with your representative, David W. He is an asset to your organization. I also want to inform you about Karen, she is very pleasant on the phone and makes you feel that everything will be done to my satisfaction. I have dealt with other companies and let me tell you, your representatives are the greatest.

Thank you,

Anne D
Orland Park, IL

From: Osman D
To: hero
Subject: Great job!!!!

TO whom it may concern,

I just wanted to let you know what a great job Andy and John performed installing my new water heater. They answered all my concerns and addressed all the necessary changes that had to be made before the installation. Their service was fast, efficient and they left everything very clean. I already thanked and congratulate them personally but I thought it would be even better if their boss was informed as well.

Sincerely yours,

Osman D
Grayslake, IL

From: MICHEAL Z
To: hero
Subject: Water heater installation

Good Morning,

We are writing to express our satisfaction with your company and the technician - Joe M, who installed our new water on Tuesday. We purchased the water heater through Sears Hardware and your office promptly called us to schedule the delivery and installation as well as calling to confirm the time and when the technician was on his way. Your technician, Joe M was very professional and knowledgeable. We were very pleased with his services and will gladly recommend him and your company to others. Thanks for making a difficult situation less difficult.

Mike & Carol Z
Elgin, IL



DRF Total Property Solutions-Hero Testimonials

From: Marcia B
To: hero
Subject: Joe M - plumber

Greetings!

I wanted to let you know what a excellent job Joe M did in replacing our hot water heater on Tuesday. And the great job your office staff did in setting the appointment on Sunday, as well as confirming and keeping me posted on when he'd arrive on Tuesday; they asked all the right questions to make sure he had the parts needed for our system.

Joe was polite and neat, answered questions I had about the process and the new heater, and also did a nice check of our water system. He also paid attention to small things (like not letting our cats escape, and that small parts and bits were picked up). And he explained some of the key differences about the new heater vs. our old (temperature settings, how to light if the pilot goes out, etc.).

If any of our friends ask us, we will be sure to let them know about the quality of your company's work -- and would definitely recommend Joe in particular.

Hoping to not need your services for another 10 years! (sorry!!) and thank you!

Marcia B
Trout Valley, IL

From: Caleb H
To: hero
Subject: John G

Dear Scott,

I wanted to send you a quick note regarding John G and the woman in the office who called to let me know that John was on his way. I could not be more pleased with the quick response and effort to get here in a timely manner and to remove and replace the water heater. I will definitely be using you in the future.

Thanks
Stephanie H
Gurnee, IL

-----Original Message-----

From: Tina S
To: hero
Subject: Jeff S.

I wanted to send you an email to let you know how pleased I was with Jeff's services. He is a very knowledgeable and personable employee. I will request Jeff on any and all future service calls.

Very Pleased Customer,

Tina S
Carol Stream, IL



DRF Total Property Solutions-Hero Testimonials

-----Original Message-----

From: Marshall S

To: hero

Subject: Good work

Just want to say a word of thanks for the prompt and professional work that Albert and Leo did for me today. They installed a new hot water heater and removed the old one. They explained what all needed to be done now and what might need to be done sometime in the future.

They were courteous and knowledgeable. And they went the extra mile in cleaning up the area afterward.

Nobody looks forward to calling a plumber, but when I have another need in the future, I hope I can get Albert and Leo again. They do really good work.

Marshall S
Wheaton, IL

From: Mike W

To: hero

Subject: positive feedback

To whom it may concern.

My name is michael w and i just had a water heater installed by joe m and albert. They did an excellent job. They explained in detail what needed to be done. When i asked about replacing a broken silcock faucet for the outside they added that on and did a fine job on that also. I would highly recommend these two technicians to anyone. If i need any future work i would make your guys my first call, thanks again for a great job.

Michael w
Frankfort, il

From: Jennifer T

To: hero

Subject: excellent service

Thank you for such wonderful service. Joe M and Albert did an excellent job installing our new water heater. They were prompt, professional and courteous. We really appreciate such great service.

Jen and Matt T
Joliet, IL



DRF Total Property Solutions-Hero Testimonials

From: Dorthy E
To: hero
Subject: Feedback on Services of Water Heater Installation

Dear Joe,

Your employees Mickey O and Elmer installed my new water heater today. Everything appears right now to be just fine. Mickey was very knowledgeable, courteous, and efficient. I would say he did an outstanding job. He answered all my questions fully and even repeated things I was unsure of.

Your office employee, I believe he said her name was Eleanor, was very polite and helpful also. When a person is already stressed out over things like my water heater leaking all over, it is a relief to have a friendly voice on the other end of the phone to listen to you. That means a lot.

Elmer was very pleasant and helpful also.

I would definitely use your company again based on today's services.

Sincerely,

Dorthy E
North Aurora, IL

-----Original Message-----

From: Lynn M
To: 'hero@drf.tps.com'
Subject: Residence Installation of Sprinkler System

I have just recently had my sprinkler system installed on Aug. 31 and Sept. 1. I want to commend the team from my first call with Karen and the follow up appointment with Dennis. I was able to get an appointment quickly with Dennis. He took his time and was thorough and answered all my questions. I had already had two other companies out to give me an estimate. He talked about some topics that neither of the two discussed, really showed me what was important, and had examples of the heads. He even supplied me with some satisfied customers and references that I did follow up with.

After I made the decision to go with DRF, all the paperwork was handled efficiently and permits secured. The on site team of Mike, Leo and Alex were excellent. Mike walked the yard with me and together we were able to establish where the heads should go. Then Leo and Alex began the hard work of installing. I was amazed at the amount of work they got done the first day and then what was left for the last day. They were such hard workers, and very pleasant. I was out there with the hose as they were closing back up the areas where the piping was laid. Even my neighbors commented on how hard they worked and how much they got done.

I am so happy to have my sprinkler system. I am appreciative to the professionalism of each member of the team. Thank you.

Sincerely,

Lynn M
Aurora, IL



DRF Total Property Solutions-Hero Testimonials

From: Gayle S
To: hero
Subject: Commendation

I just wanted to commend Nicholas F on his installation of a water heater in my apartment yesterday. He was extremely polite, efficient, quick and informative during the entire process. He is a very good example of how all service technicians should be and I felt your company should realize what an asset you have in him.

Thanks!

Gayle S
Schaumburg, IL

From: Neil G
To: hero
Subject: Jeff S

Hello,

My name is Neil G

I just wanted to let you know that I am very happy with the Water Heater installation service provided by Jeff last Saturday. He was very courteous and professional. He explained everything very well.

I would recommend him to my family and friends.

Neil G
Glendale Heights, IL

From: Anthony C
To: hero
Subject: Todays Installation

Good Afternoon,

Today I had work done on my water heater. The work was done by Jeff S. As his boss, I just wanted to let you know that Jeff was great while he was here. He explained everything to me and broke down exactly what needed to be done. He also created a great relationship that would make me feel comfortable to have you guys work on any part of my house that needs fixing. I know you probably hear a lot of complaints, so I just wanted to go out of my way and let you know that your company was represented today in a professional and well manner by Jeff.

Thanks,

Anthony C
Schaumburg, IL



DRF Total Property Solutions-Hero Testimonials

From: Karen M
To: hero
Subject: Water heater installation

I had a new water heater installed today by Nicholas F and I wanted to thank you for the excellent and prompt service I received. Nicholas was extremely courteous, very helpful! He explained everything and I am very pleased with the job he did! I would definitely recommend your service and call again should the need arrive.

Thank you,
Karen M
Joliet , IL

From: Robert L
To: hero
Subject: Thanks!

Hello John and Andy:

Thank you for the good job installing our water heater. We are very pleased with the work you performed. We will keep DRF's information for any maintenance service that we might need in the future.

Best Regards and keep the good job.

Robert L
Vernon Hills, IL

From: Charles T
To: hero
Subject: Mickey O installation

To whom it may concern,

We would like to thank Mickey and your organization for a job well done. On time, within budget, and superior installation. We could not have asked for more. Mickey is a credit to your organization.

Sincerely

Charles T
Hinsdale, IL



DRF Total Property Solutions-Hero Testimonials

From: Bob L
To: hero
Subject: Jeff S (great job)

Now that some time's gone by, I wanted to send this email complimenting Jeff on the excellent work he did on a difficult installation of our water heater. He was highly skilled, professional and cleaned up nicely. Because of Jeff, we will use you company again in the future if necessary.

Regards,

Bob L
Elk Grove Village, IL

From: Donna C
To: hero
Subject: A Happy Customer

To whom it may concern:

I used DRF today for my hot water installation. My plumber was Jeff S. I cannot speaking highly enough about your service and Jeff. Jeff explained things to me clearly, cleaned up after the installation and was highly efficient and very polite and personable.

I will recommend your service with confidence should the occasion arise.

Thank you.
Donna C
Arlington Heights, IL

From: Molly B
To: hero
Subject: Thanks
Importance: High

Hello,
My name is Molly B. I had a Rheem Tankless water heater go out last Friday night. It was giving us hot water for only a few minutes. I called RDF, the plumbers who installed our tankless water heater. They had someone come out Saturday morning. The water heater needed special parts. Rheem was to drop ship them on Monday. But I didn't get them until Wed. morning. After the special parts were put in the tankless water heater still didn't work. I was then given a new tankless water heater on Thursday. All this time I was without hot water. I want to thank Felix, Mike Lawyer and Albert. They were great. I only wish I had that great customer service with Rheem and their corporate office. I had so much trouble with dealing with Rheem. I will always be grateful for all the hard work and great customer service I recieved from RDF and their employees.
Thanks again guys.

Molly B
Roselle, IL



DRF Total Property Solutions-Hero Testimonials

From: Michael W
To: hero
Subject: Do Your Company A Great Favor By Keeping This Employee

Good afternoon to all at DRF.

It was our pleasure that you sent a very professional and pleasant technician to our house by the name of Joe M. Right from the start Joe displayed his customer service skills with his warm personality.

As Joe proceeded to install our new toilet he informed us as to what he'll be doing. He answered our questions we had very knowledgeable and courteous.

We plan to have a new tub installed by DRF in the future because of the reliable and professional service we have received. Having said that **we specifically want Joe to do the installation**. Sorry, no disrespect to your other employees but Joe was just fabulous.

We'll review your website to see which particular tub we will be purchasing. We also understand that someone will come out to go over measurements and such.

Again thank you so much for sending us Joe.
Have a wonderful day.

P.S. We just want you to know this was the first time we ever laid eyes on Joe.

Michael W
Chicago, IL

From: Doug O
To: hero
Subject: DRF response

Dear Recipient,

On Saturday, John G and his associate came to our home in Gurnee to install a new hot water heater. We just wanted to let you know that they did an excellent job, and were very polite and professional. Also, John took the time to answer some of our other plumbing questions, and gave us some practical advice. It is difficult to find a trustworthy plumber these days, and thanks to them, we will be using DRF again.

Sincerely,

Douglas and Laura O
Gurnee, IL



DRF Total Property Solutions-Hero Testimonials

From: Steve R
To: hero
Subject: Joe M & Bill

I wanted to let you know that Joe & Bill installed a water tank in my basement yesterday and were two of the most professional people I've met. They were very good and cleaned up my basement when the job was completed. I appreciate their service especially on a Sunday. Thanks again for the help.

Steve R
Itasca, IL

From: Marge J
To: hero
Subject: today's installation

The water heater looks just great and I do appreciate how clearly and concisely Jeff explained things to me. He did a really good job and is certainly a nice young man.
Thank you!

Marge J
Mount Prospect, IL

-----Original Message-----
From: Mayra F
To: hero
Subject: Thank you re:

Hello!

Just wanted to provide feedback on your service at our home on 9/9/10. Nicholas F came to our home and installed a new water heater. I was VERY impressed - he was on time, very courteous and patiently explained everything. He also left everything looking spotless. I would highly recommend you to a neighbor or friend.

The person we spoke with on the phone was also great - very friendly and explained everything in detail and was very helpful. I think her name was Mendy.

Thanks again!
Mayra F
Romeoville, IL



DRF Total Property Solutions-Hero Testimonials

From: Thomas R
To: hero
Subject: Hot water heater installation

Sir/Madam:

I had a 75 gallon hot water heater installed today by John and Andy. As plumbers, they appeared to be quite competent (although I really cannot judge their technical skills), As representatives of your company, they presented themselves quite well. John went through the paperwork very carefully with me and answered all questions that I had. Both men were extremely careful about not letting anything leak or track across my stairway and basement carpeting, and they made a real effort to be sure everything was left in exactly the same condition that they found it. Andy explained quite thoroughly the operation of the heater, and he demonstrated the lighting of the pilot in way that I understood.

As a company you should be aware that both of these gentlemen represent you in a very professional, friendly, and caring manner. Because of them I would certainly consider your company for any future plumbing needs that I might have.

Regards,
Tom R
Woodstock, IL

-----Original Message-----

From: John S
To: hero
Subject: Water Heater Installation
Good evening,

I am writing this email to tell you how pleased I was with my water heater installation by Jeff S.

Jeff was extremely professional, answered all my questions and explained all the components of the water heater in detail.

I was so impressed by his service that I would definitely use DRF again.

Sincerely,
John S



DRF Total Property Solutions-Hero Testimonials

From: David K
To: hero
Subject: water heater install on

To Whom it may concern:

I wanted to let you know how pleased I am with the service I received today. My problems started last night about 8:30 pm, my son came from upstairs very upset because there was no hot water. I checked the water heater only to find about 20 gallons of water on the floor, and the water heater tank leaking. I proceeded to clean up the mess which took about 2 hours, then I got on my laptop in an effort to find a new water heater FAST! I went to the Home Depot site and gave all the information needed. I'll make a long story short, this morning I got a very pleasant call from Jessica, she gave me a quote and set up the appointment. No pain, no hassle, perfect! I then received a call letting me know that the plumbers were on their way. John and Andy arrived around 1:20 and were finished in about a hour. John and Andy were friendly and courteous. They took great care in not damaging anything in our home, which is rare these days! I can't give higher praise for these three wonderful people! These are the type of employees I loved to have when I was an employer. I will keep your business card for future reference. I will recommend your company whole heartedly in the future

Sincerely,

David K
Woodstock, IL
----Original Message-----
From: Cathy B
To: hero
Subject: service

First of all, thank-you for the great communication that you give in regards to when a service person will be there. I so appreciate the contacts to let me know not only when the service man will come, but also, when he is on the way.

Today Mickey O serviced our hot water heater. He was extremely professional and polite. He fixed the problem, explained to me what he would do and he cleaned up the area. Great job!

Cathy B
Batavia, IL

From: Linda S
To: hero
Subject: 9-20-10 Water Heater Installation

Joe M and Elmer installed a water heater for us this past Monday morning. They were very courteous and professional. They did a nice job on the install and removal of the old water heater.

Sincerely,

Linda S
Naperville, IL



DRF Total Property Solutions-Hero Testimonials

From: AI W
To: hero
Subject: installation

Just a note to let you know how happy we were with Joe M. The installation was quick and he was very efficient. When he left, the work area was cleaner than when he got there. Also answered our questions and made some suggestions.

Thanks again Joe

AI W
Bolingbrook, IL