

It's hard to know what to do first when your neighbor calls to say there is ice seeping out from the kitchen wall in your family's vacation home in Ludington. The house has hot water heat, and a pipe had broken during a cold spell. The neighbor called us, we called our insurance agent, and he called Tri-city. By the time we got there, 24 hours later, clean up was already in progress. The damage was incredible. Water had poured into the kitchen from the broken pipe. From there it flowed into the dining room, living room, and basement. Since the furnace had continued to pour out hot water, there was condensation on every wall, and it had frozen in cold spots. The heating pipes had frozen and burst, all over the house.

The Tri-City team was nothing short of fabulous. They started drying the house out before we got there. Over the next months, they gutted the kitchen, dining room, most of the carpeting, and the entire basement down to the studs. It took the furnace company two weeks and more than thirty holes in the walls of the house to repair the heating pipes.

Tri-City repaired, rerouted pipes, replaced walls, installed cabinets and flooring, brought our wiring up to code, repainted every room in the house, and cleaned and cleaned and cleaned.

The workmanship is nothing short of beautiful. Their drywall repair is perfect. Their painter is flawless. Their professionalism was outstanding and their office staff was helpful and responsive. We never had a call not returned, a problem not addressed, or a question not answered. On more than one occasion they went above and beyond to help us work out issues. It would take pages and pages to tell you how hard Tri-City worked, and how very grateful we are that they were our restoration company.

Sincerely,

Sharon and Mark Messer, South Lyon, Michigan