

June 6, 2014

Tom Dodson
Dodson Foundation Repair
P.O. Box 1699
Allen, TX 75013

To Whom It May Concern:

First of all, I am freely writing this letter, not because I feel obligated in any way, but because I believe that when you find someone who exemplifies integrity, professionalism, and quality work, it is important to share that information with others who may need their services. I know that when I read referral letters, such as this, I sometimes wonder if they are "real". Please trust that this is REAL, and I am a genuine person who experienced having the services of Dodson Foundation Repairs.

I had known for over a year that my home was in need of this work, but as a single woman owning her first home, I was skeptical of the whole process, especially in trusting a company to do such a major repair project. In general, I am always very careful and cautious about making decisions that could have an adverse effect if I make the wrong one.

I did my research on foundation repairs and some of the highly rated companies who did such work in my area. I checked out reviews all over the internet, including Angie's List and the Better Business Bureau. I would only consider using a company that had an A+ rating with the BBB and no negative complaints. It is also important to me that a company has good customer support, and in a manner that does not ignore you once the job is done. I received three estimates, and it was amazing to see the differences in all three. Not only was there a difference in the dollar amounts, but in the placement of piers required. There were several things that greatly impressed me about Tom Dodson and his company. Mr. Dodson took the time to explain details of foundation repair work to me beforehand. It was important to him to educate me on this so I would have a better understanding as to why repairs were even needed and how the problem would be corrected by placement of piers as he described. He made sure I understood everything as he explained the whole process to me. I also liked that he explained carefully to me the differences in warranties. Dodson Foundation's Lifetime Warranty is by far the best I had seen because it is unconditional and transferrable, even if he were no longer around. Some of the others only provided a "Limited Lifetime Warranty" and had exclusions in the fine print.

His crew showed up right on time, and they were all polite and diligent workers. When finished that same day, they cleaned up the area nicely before leaving.

I hope that this letter will benefit anyone who is in need of foundation repairs. If I would have known the great outcome, I would have had it done sooner. I was completely happy with the services of Tom Dodson and his company. You won't find anyone as thoughtful, honest, and experienced as Tom Dodson!! I would not mind anyone wanting to speak to me personally about the service I received.

Sincerely,



Dee Pierce
Allen, TX