



THE SULGRAVE REGENCY  
Condominium

HOMEOWNERS' ASSOCIATION

November 6, 2013

To whom it may concern:

I write this letter in recommendation of Mid-Continental Restoration as a masonry restoration contractor. I have had the pleasure of working with numerous staff members of Mid-Continental restoration on many different projects around the property since November 2012, the restoration of our two high rise condominiums being the largest project.

I highly recommend this company and without reservation. Throughout the course of the exterior concrete repairs, balcony & façade repairs all of their crew members have been absolute professionals. They have had to work under difficult weather conditions and interact with demanding personalities all while providing very good quality work. They have gone above and beyond in many cases without being asked. They finish projects on time, if not early, and have caught areas that need to be addressed due to poor quality from previous contractors.

They are clear in record keeping and are fair in pricing. Their foreman Bill Borden managed his crew very well. Bill and his crew have been nothing but a pleasure to work with.

Our project has been and continues to be done with care and precision. They are clean and have never left the worksite in disarray. They have personally cleaned off balconies and continue to wash off balcony tiers every Friday in order for the residents to be able to enjoy their balconies on the weekends. Please don't take it from me, the Sulgrave Regency residents left notes, candy, food, etc. for crew members in appreciation for their hard work and great customer service. I have attached a resident newsletter article that speaks for itself.

Regards,

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Signature Property Management  
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**FINALLY, REAL PROFESSIONAL HELP**



Our 15th Floor Balcony Friends: These two very kind men who work for Mid-Continental Restoration Company have passed by the Regency 01 stack balconies at least twice a day for two weeks. They have always been extremely friendly to Sebastian (7) and Gabriel (4), answering every question the boys ask (all 423 of them) and even stopping briefly to take a picture. It's never fun to be inconvenienced, but when it's done by kind and competent people, it certainly helps.



**HAPPY BIRTHDAY, BETTE**



Bette Hetzel celebrated her 87th birthday on May 14 with family members and former neighbors. The party was held in her previous residence of 50 years on Janssen Place.

*Sally Nielsen  
Neighborhood News Editor*