

Several months ago, my basement flooded after a storm sewer backed up. The result was disastrous. At least a foot of water covered the entire basement, a finished room was virtually destroyed, my wife and I lost some of our most cherished possessions (including hundreds of valuable books), and mud and foul odors were everywhere. Feeling desperate, I picked up the telephone directory, found the ad for Fire Works Restoration -- a company I had never heard of before -- and gave them a call. It was the best call I ever made.

The folk at Fire Works showed up at my front door in a flash. From the outset, they were courteous, helpful, and remarkably capable. They quickly helped me get in touch with my insurance company, they began the task of cleanup immediately, and they explained what they could do after the cleanup to restore the basement to its former state. At no time did they pressure me. By the end of the day, Fire Works had removed all the water and mud and silt from the basement, and begun the disinfecting and drying-out process. They had also begun making a full and detailed record of every single item that had been damaged or destroyed, so that I would have all the information to back up my insurance claim.

The next day, Fire Works began the long and difficult job of removing all the debris left behind by the flood, from ruined clothes to ruined furniture. A few days after that, they began the job of rebuilding the basement. Every detail of this reconstruction, which took a few weeks to complete, was handled with the highest degree of professionalism. Fire Works workmen were all top-notch craftsmen who took pride in their work; equally important, they were deeply concerned about doing as little as possible to inconvenience either me or my wife. At every point, we were treated with dignity, with respect, and with genuine concern for the losses we had sustained. Whenever we had a request, Fire Works honored the request quickly and cheerfully. Whenever we had a question, Fire Works answered the question honestly and helpfully. This is a company with genuine integrity.

Today, my wife and I have a basement -- complete with finished room/library -- that is every bit the equal of the basement we had before the flood. Credit for this achievement belongs entirely to the crew at Fire Works Restoration. They are as knowledgeable, as competent, and as professional as any people I have ever worked with. I heartily recommend them to anyone who finds himself in the same kind of jam my wife and I were in when a foot of water was swirling around our basement. If you find yourself in a similar situation, do not bother to read the ads in the phone book; just call Fire Works. You will never make a better call.

Mannie