

Palm Village Retirement Center Reedley, CA

Carlstrom, Mike

From: Bill Scharbach [billscharbach@palmvillage.com]

Sent: Wednesday, May 16, 2007 7:11 PM

To: Carlstrom, Mike

Subject: Rebuild project

I want to thank you and your staff from Guide One Taylor Ball for all the help and effort put forth on our rebuilding project of the four units damaged by fire last September. The information and explanation of the process and coordination with our insurance coverage made this process a positive experience to go through. Don Walden was especially helpful and knowledgeable to work with; he was always available on site and via his cell phone when he was traveling home for the weekend. He was always well informed and passed along great communication to Palm Village staff. We hope to never experience this type of fire on campus again; but your company and Don made this much easier to live with for staff and residents at Palm Village. Thank You, Bill Scharbach Administrator

