

February 5, 2018

To Whom it May Concern

We have had the good fortune of having First General Services G.T.A. (FGSS) work with us on two separate occasions when we required restoration services after a flood.

ErinoakKids is a treatment centre for children and youth with disabilities. In the fall of 2017, one of our sites had a pipe burst in the rental unit above our centre and we experienced considerable water damage to the site. First General Services was brought in to restore our unit by the insurance firm. They attended to the site promptly with the required personal to determine the damages and to work with us in assessing the risk to our clients and staff. Given we still required to provide client services FGSS worked around our treatment times in order to complete the work on time with very little disruption to our clients or staff.

While they were on site working their staff was courteous, patient and professional at all times. The site was restored within the time frame discussed and the workmanship was excellent.

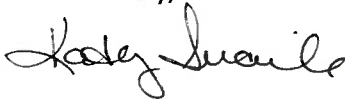
Unfortunately on New Year's Day we experienced a burst pipe in our newly built centre in Mississauga. The burst pipe was discovered after a considerable amount of water had spread to almost an entire wing of the building so there was considerable damage this time.

We immediately contacted our insurance firm and Mark Michalishn, FGSS lead to notify them of the incident. Mark arranged a team to be deployed immediately on New Year's Day and begin to clean up the water. Mark and the team provided timely updates and status reports to us. Mark was on site for many days after the flood to support us.

There was a very short time line for this restoration work as we were moving in over 250 staff and one hundred clients on January 22, 2018. The work was completed, the areas cleaned spotlessly and furniture moved and arranged by our move date.

ErinoakKids has spent over four years in the development and construction of our new buildings and FGSS has been the most reliable, professional, empathic and quality contractor we have had the good fortune to work with. We would without hesitation recommend their services.

Yours truly,



Kathy Swaile
ErinoakKids Centre for Treatment and Development
V.P. Human Resources and Facilities