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Bradley-Sciocchetti Inc.  
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Mr. Sciocchetti, *Mr. Noan*,

I am writing to inform you of the outstanding support offered me this past winter by your employee, Andre Leberknight. We have been improving our familiarity with your Staefa controls installation here at our Arts and Community Center building, and have been making constant small improvements in our customer satisfaction with that system over time.

This past winter our familiarity increased to a level where we now have a great deal of confidence in our ability to meet our customer's needs, as well as respond effectively to customer concerns. We are so confident we are now beginning to branch out, improve our monitoring, and increase the size and scope of your controls system.

As much as we have accomplished with Andy's help, you can see we truly are only just beginning to exploit the vast capability of the controls system. Andy's occasional quiet and unassuming words of wise advice have been of great help, and a few two minute phone calls over the fall allowed us to implement minor changes which made a world of major difference for our customers.

We are looking toward the future where we can solve any problem we face together, and eagerly look forward to increasing the scope and authority of our controls monitoring system, so long as we have Andy on the job giving us a few minutes of his time every other month.

Thank you,

*Chris McFarland*  
Chris McFarland, Ph.S.

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