

STRUTHERS LIBRARY Theatre

302 West Third Avenue • Warren, PA 16365

Keystone Waterproofing, Inc.
584 Feightner Rd.
Greensburg, PA 15601

November 1, 2010

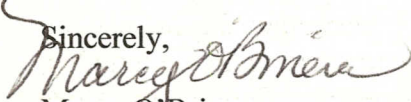
Dear Keystone Staff,

I meant to write this sooner but we've been busy cranking out "product" in our beautiful new theatre. I say new because it certainly looks that way to us on the staff, but we all know that it's just the new version of its very old self.

Your crews transformed this grimy 127 year-old Grande Dame into an edifice that we truly didn't know could look this lovely. The building had never been cleaned and its dour exterior gave it a grim, forbidding appearance. Now she looks pristine and fresh, and so welcoming . . . a wonderful transformation for a building the public attends for laughter, entertainment and even personal renewal on occasion. We have received so many admiring comments.

In addition to the successful transformation, please let me tell you about your men and what they meant to us. The crew worked diligently during this beastly summer under some terrible conditions. Being on scaffolding three and four stories up, dressed in head-to-toe rain gear on 90+ degree days had to have been hideous. They never complained. And, although I didn't make it a habit to eavesdrop on them, I never heard them be anything but polite to me, our staff, our volunteers and the general citizenry of Warren that passed by them daily on the sidewalks. They were unfailingly professional and appropriate the many months they were here.

On a daily basis, Bill was so easy to deal with and when Dave came weekly for job inspections, the two of them became a formidable problem-solving team. We certainly needed one with some of the age-related challenges this old building threw at us. They were both accommodating in that rare way we seldom see in the business world any more. You can be very proud of the way your company is represented in the field. We'd have them back in a heartbeat! Thank you all for a very professional job from the first visit to the final brush stroke.

Sincerely,

Marcy O'Brien
Executive Director