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PARALEGALS

January 19, 2006

Calvin Bolt
Calvin Bolt Home Inspections

Dear Calvin:

As I mentally prepare to enjoy the second season at the lake this summer, I reflect on my good fortune last Spring in having found you to perform the inspection on the Lake Manitou house in Rochester as I was preparing for closing the purchase. From my own work, I know that the best way to find a professional is through a trusted referral and I want to thank you for the part you played in helping with the successful purchase of this lake home.

Since this was an out-of-city property and I was not so familiar with the area, the people or even the "local culture" in making such a purchase, there were moments of anxiety and concern about the disadvantages I might face because of my lack of knowledge. I could be buying "swampland" for all I knew. As usually happens, a local realtor gave me the names of a couple local home inspection firms. After making contact with them and leaving messages, I was discouraged that neither returned my call. How would I know then of my good fortune. After coming to my attention with high praise from a trusted relative with whom you had recently worked, I was only concerned if you could accommodate the tight schedule in performing the inspection and if you would be willing to travel the 25 miles or so to complete it. Not only did you squeeze me in to your schedule in a timely fashion, but the distance was never an issue!

Upon arriving promptly at 8:00 a.m. on that rather chilly early May morning, you explained your intentions for completing the inspection and inquired if I had any questions or specific concerns. Next, you went to work. Non-stop. For the next nearly six (6) hours! No breaks. Though I understood that you could not make certain representations or guarantees, you were able to ease my mind on a couple of concerns I had about this decades old wood frame cottage. With your breadth and depth of experience, you were able to answer my questions or give me helpful information for following-up. It was a boost to my overall comfort level with the investment I was about to undertake.

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After the routine checks of the "obvious," you then donned your coveralls and off to the attic where you spent the next hour. From there, you journeyed into the crawlspace for another hour. I recall you emerging from the crawlspace and suggesting that I spend some time down there to remove old debris and items. After spending some time in November doing so, I have a great appreciation for your work, and your suggestion.

Upon conclusion of your work, you took the time to review the "issues" you had discovered with the property so that I could begin formulating my "inspection response" to the Seller, which was due in just a few days. More importantly, you had the formal report, with color photos, delivered by overnight mail to facilitate my response.

In the end, several things remain in my memory. Most notably were:


- 1) your timeliness, courtesy and consideration in accommodating my inquiry and needs;
- 2) your thoroughness in completing the inspection (did I mention that the nearly six hours you spent was on a two bedroom, one bath, 965 square foot cottage?),
- 3) your enthusiasm for your work and obvious dedication to your profession,
- 4) your desire and willingness to make sure I understood not only "what was wrong," but "why" and whether it was a major concern or a relatively easy fix, and
- 5) the value of your work which far exceeded the more than reasonable price for your expertise and services.

After benefiting from your outstanding work, I am not sure how others will be able to live up to the expectation you have now established in my mind. Unfortunately, there is only one Calvin Bolt!

Thank you for setting the standard by which all home inspections should be completed and judged. You are an outstanding credit to your profession, an ambassador of goodwill and truly add value – and comfort – to the process.

With best wishes in all of your endeavors, I remain

Truly yours,



Daniel A. Ladendorf
Indianapolis, Indiana