



**Mike Schwanke**  
Coordinator of Facilities and Grounds

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July 18, 2018

Mr. Tom Laska, President  
ICC Restoration & Cleaning  
451 Commerce Dr.  
Suite 800  
Woodbury, MN 55125

Dear Mr. Laska:

As the coordinator of facilities and grounds for the State's fourth largest school district I am involved in a lot of activities and unfortunately some are emergencies in nature. This includes fire, floods, sewer backups and natural disasters. Thankfully this does not happen often but when it does I rely on a restoration company's specialists who have the knowledge and equipment to quickly clean and restore the affected area of the building or grounds.

Over my 40 years in facilities management I have used both national and local companies for this type of service with varying results. I am grateful that Raychel Volker, Business Development Consultant, introduced your company to me. I have to honestly say your restoration approach and customer support is the best I have ever seen. From the moment I made my first call there was a process activated to address the needs. I received several phone calls informing me who my contact is to how soon a crew would arrive at the site. The crew supervisor called to give me his estimated time of arrival.

Once they arrived they quickly assessed the situation and began the cleanup process. In the past, with other companies, someone would arrive; assess the need and then contact someone else to bring the correct equipment. Your employees had the proper equipment with them and immediately went to work. This sewage backup was one of the most unpleasant disasters I have experienced but your employees had the required PPE which again allowed them to be productive without delay.

I appreciate the business structure you use with supervisors and specialists for the different activities. Once the cleanup was complete the next crew began the property inventory and cleaned and salvaged what they could. It is helpful you have the specialized equipment in your shop for cleaning electronics and sensitive materials. Your company was able to minimize the district's losses.

Most importantly I need to compliment your employees. Everyone I met, and there was a lot of them, was very courteous and professional. They all worked extremely hard to expeditiously complete their respective task knowing the school district needed the classrooms back in use as quickly as possible. Some other companies rely on temporary labor for a portion of the work but your company uses only your employees and the results are obvious. I want to acknowledge and thank your awesome employees including the office staff. The documentation and pictures they provided allowed dealing with the insurance company much easier.

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Rosemount-Apple Valley-Eagan Public Schools  
Facilities and Grounds • 14445 Diamond Path West • Rosemount, MN 55068

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Since the sewer backup incident I have called your company twice for flood cleanup and the results were the same. A quick response with a cleanup crew onsite within one hour fully equipped and ready to vacuum up the water. For one of the buildings we needed a storage pod for the classroom furniture so your project supervisor made the arrangements and it was delivered within two hours. Your employees took responsibility for moving the furniture into the pod which allowed the building custodians to focus on their regular duties.

I cannot emphasize enough how impressed and pleased I am with your company. You have developed a business model that meets all the needs of the client and have the personnel to perform every task imaginable. I assure you I will always call ICC first whenever I need your type of service.

Sincerely,

A handwritten signature in black ink, appearing to read "Mike Schwanke". The signature is written in a cursive style with a large, sweeping flourish at the end.

Mike Schwanke

Coordinator of Facilities and Grounds

C: Raychel Volker, ICC Restoration & Cleaning