

January 21, 2007

Maltby & Co.
P.O.Box 364
Stoughton, MA 02072

To Whom It May Concern:

On December 27, your crew removed a large double pine on our property. We had deliberately scheduled the work on a day when I could be home to watch, as I'm fascinated by this kind of procedure.

Doug and his crew were extremely polite, considerate, and efficient. We had hoped that the work could be done in a way that would not require the crane to park on our grass, and Doug, though skeptical, agreed to give it a try. Like the pros that they are, he and his crew set up the staging, Doug put the crane to work, and he was able to remove the top part of the tree from that position. After some consultation with the fellow who had the "honor" of being hoisted into the tree, Doug decided, for reasons of safety, that further work would require him to move the crane onto our lawn. Down came the staging, the crane was moved, and the staging was then rebuilt. I noticed that Doug used multiple layers of plywood before the cribwork, if that's what it's called, was put in place, and I learned that this extra effort was intended to minimize any damage to our property.

I loved watching the work, but towards the end of the job had to leave. When we returned, the crew and equipment were gone. I was interested to see how much debris I'd find where the tree had been and how much of an "impression" the equipment had left on our lawn and mulch. Frankly, I was dumbstruck—except for the fresh cut of the stump, there was no evidence that any work had been done that day, and our lawn showed no signs of the weight that had been put on it. Since I had seen the plywood sheets imbedded in our mulch edging, I figured for sure I'd see at least a pattern left over, but it was clear that the crew had raked the mulch, so even that evidence was gone. Cleanup is clearly a serious matter for you.

We expected that your work would be done in a professional manner, but I am writing to compliment you—and particularly Doug and his crew—for the care and attention they paid to both their work and our landscaping.

Thank you!