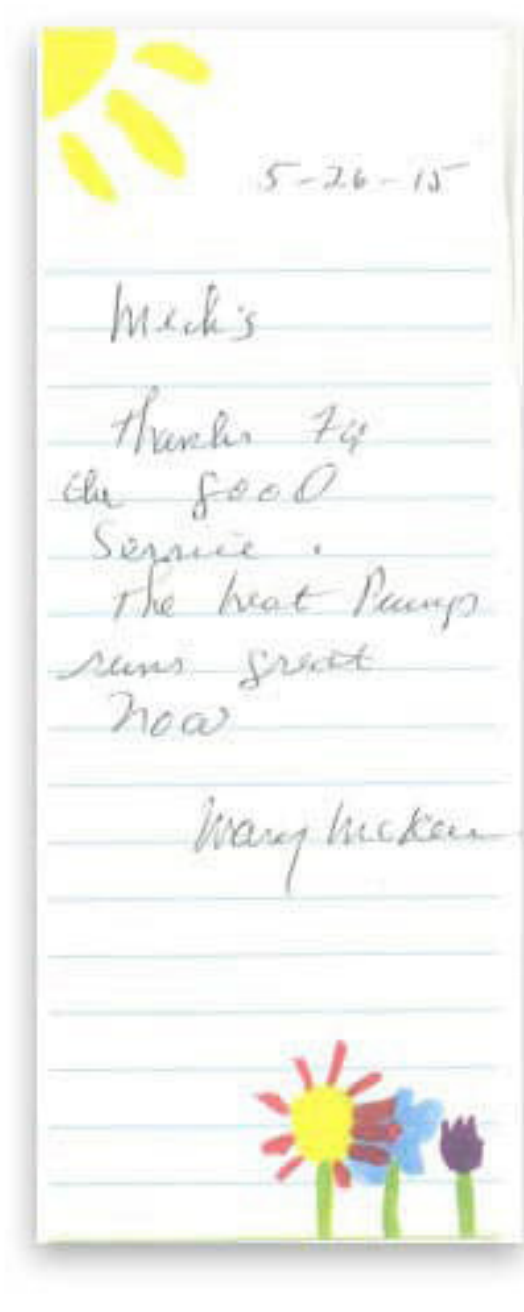
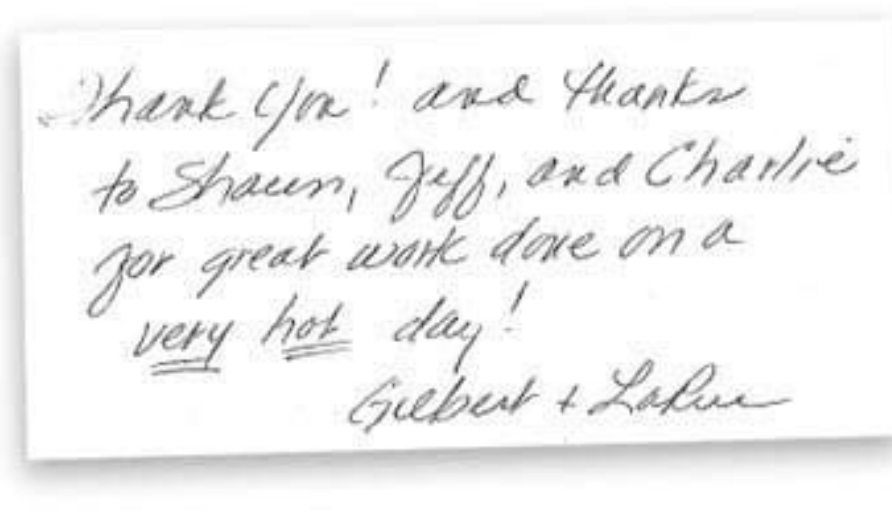


5-26-15

Mick's

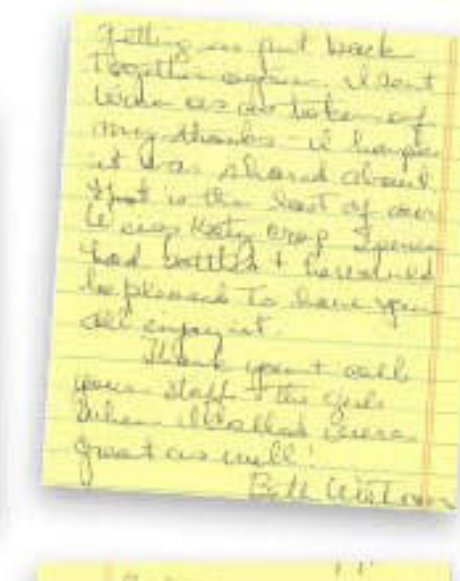
Thanks for the good Service. The heat Pump runs great now

Mary McKeen



Thank You! and thanks to Shawn, Jeff, and Charlie for great work done on a very hot day!

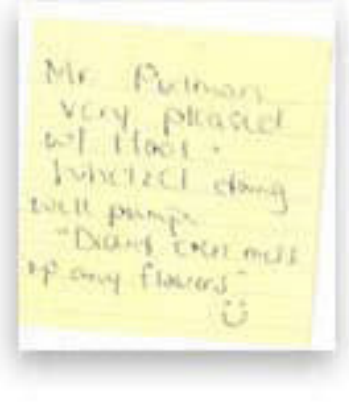
Gilbert + Lalie



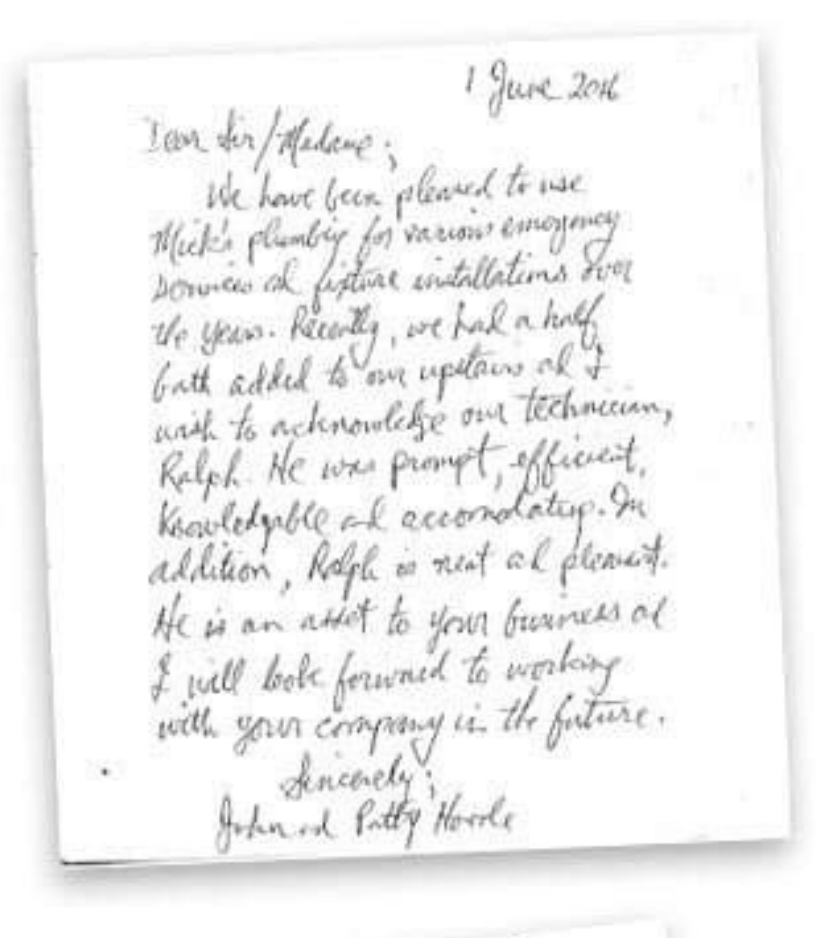
Getting us put back Together again. I don't [illegible] of my thanks. I hope it was shared around. That is the least of [illegible] had battled + [illegible] be pleased to have you all enjoy it.

Thank you + all your staff + the girls [illegible] great as well!

Bill Watson



Mr. Putman very pleased w/ Hoot + Wheezel doing well pump. "Didn't even mess up any flowers" ☺

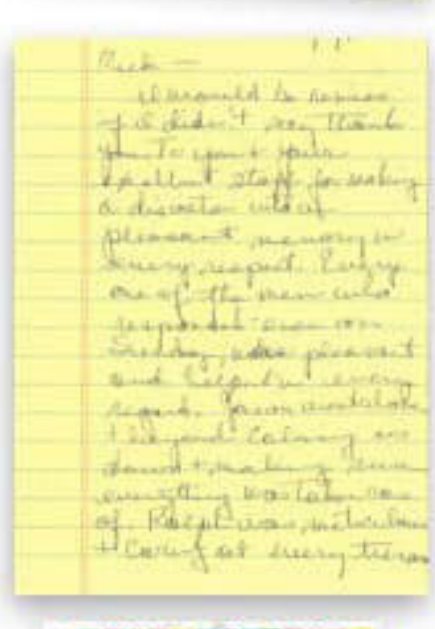


1 June 2016

Dear Sir/Madame;

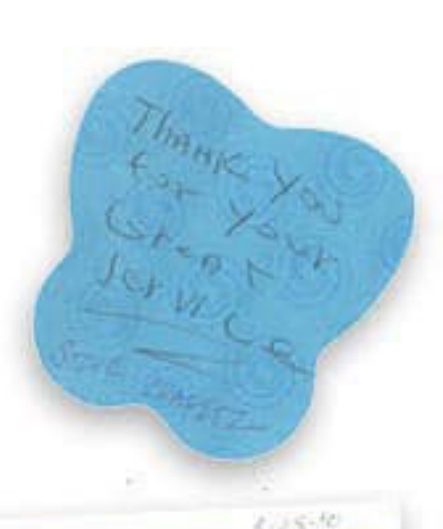
We have been pleased to use Mick's plumbing for various emergency services and fixture installations over the years. Recently, we had a half bath added to our upstairs and I wish to acknowledge our technician, Ralph. He was prompt, efficient, knowledgeable and accomodating. In addition, Ralph is neat and pleasant. He is an asset to your business and I will look forward to working with your company in the future.

Sincerely,
John and Patty Hoorle

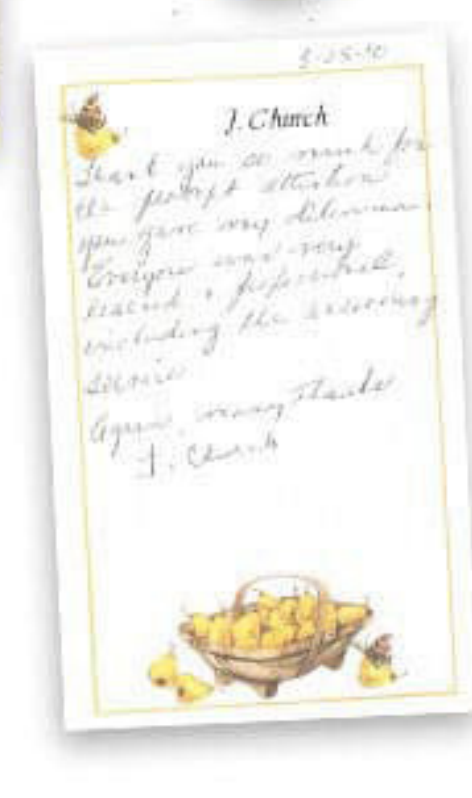


Mick —

It would be remiss if I didn't say thank you to your [illegible] excellent staff for making a disaster into a pleasant memory in every respect. Every one of the men who responded [illegible] was pleasant and helpful in every regard. [illegible] + caring at every turn.



Thank You For Your Great Service

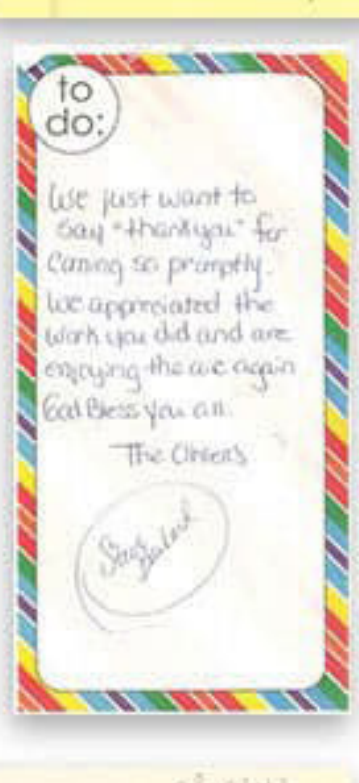


3-25-10

J. Church

Thank you so much for the prompt attention you gave my dilemma. Everyone was very [illegible], professional, including the answering service.

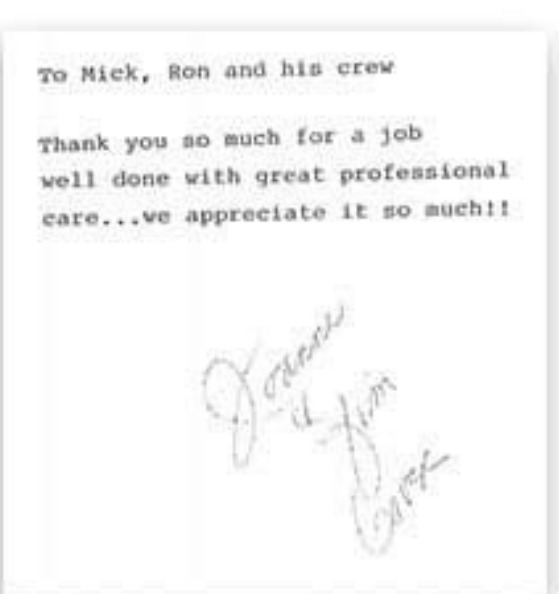
Again many thanks
J. Church



to do:

We just want to say "thankyou" for Coming so promptly. We appreciated the work you did and are enjoying the a/c again God Bless you all.

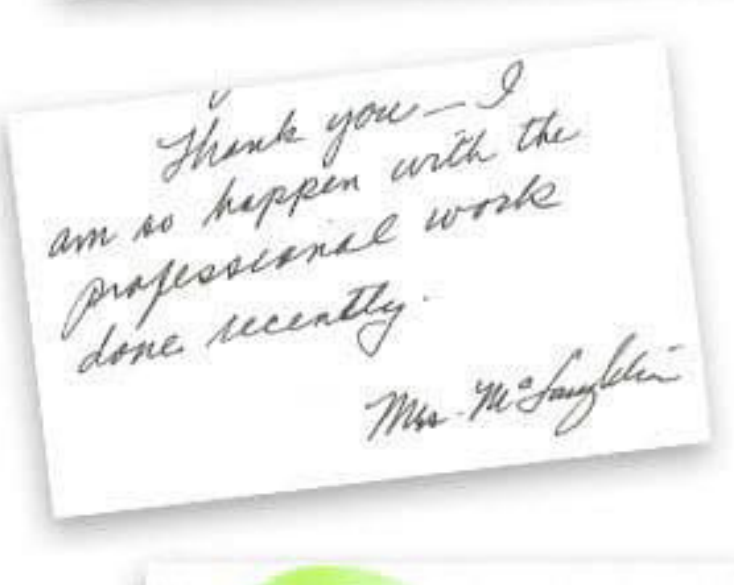
The Chiners



To Mick, Ron and his crew

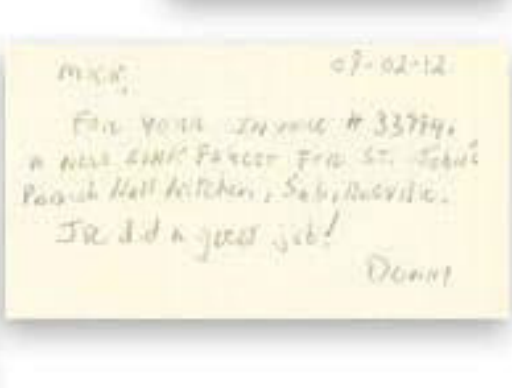
Thank you so much for a job well done with great professional care...we appreciate it so much!!

Joanne & Jim



Thank you — I am so happen with the professional work done recently.

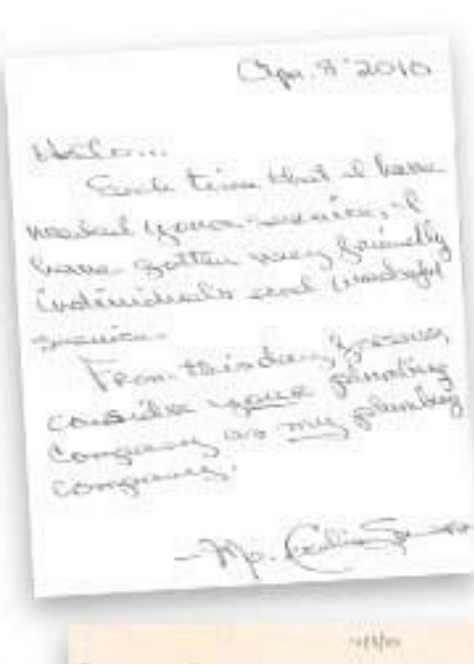
Mrs. McLaughlin



Mick, 07-02-12

For your Invoice # 33774, a new sink faucet for St. John's Parish Hall kitchen, [illegible]. JR did a great job!

Donny



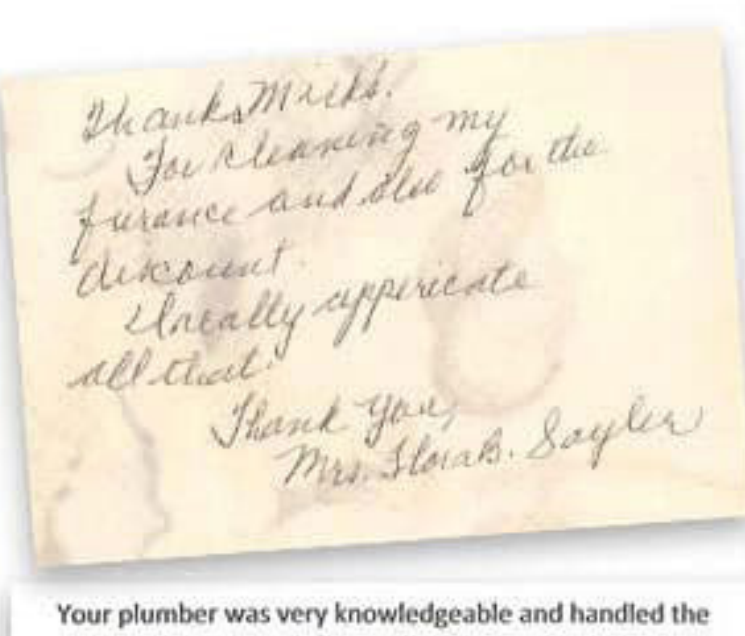
Apr. 8 2010

Hello...

Each time that I have needed your services, I have gotten very friendly individuals and wonderful service.

From this day forward, consider your company as my plumbing company.

— Mr. [illegible]

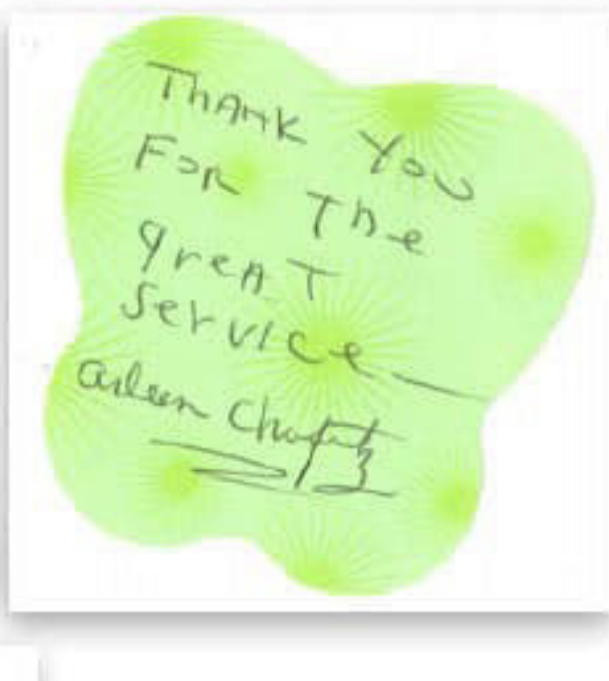


Thanks Mick's.

For cleaning my furnace and also for the discount.

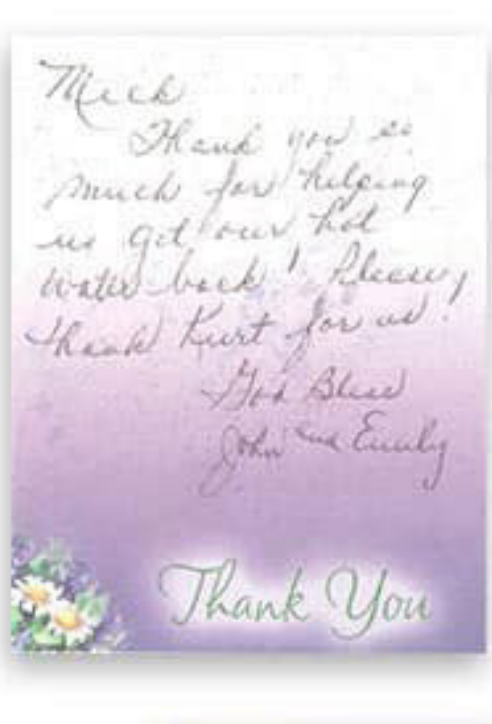
I really appreciate all that!

Thank You,
Mrs. Sloan B. Saylor



Thank You For The great Service —

Aileen Chaput

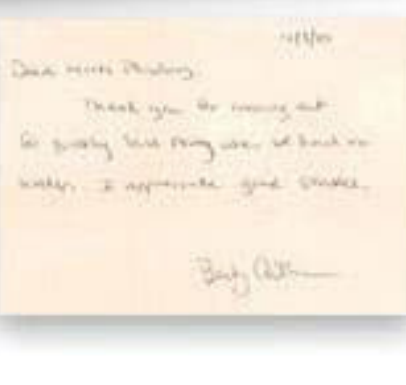


Mick

Thank you so much for helping us get our hot water back! Please, thank Kurt for us!

God Bless
John and Emily

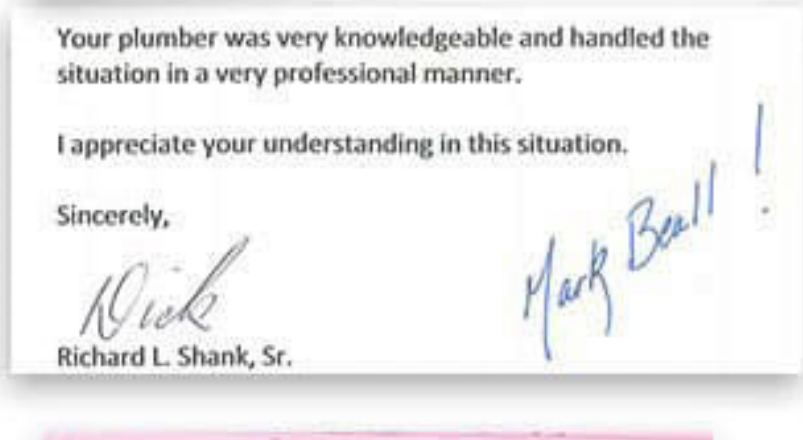
Thank You



Dear Micks Plumbing,

Thank you for coming out so quickly this morning when we had no water. I appreciate good service.

Betty [illegible]



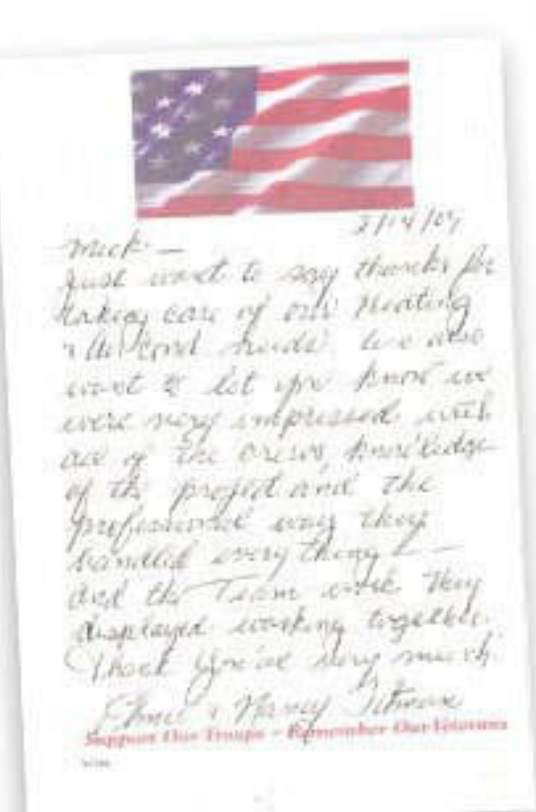
Your plumber was very knowledgeable and handled the situation in a very professional manner.

I appreciate your understanding in this situation.

Sincerely,

Dick
Richard L. Shank, Sr.

Mark Beall!



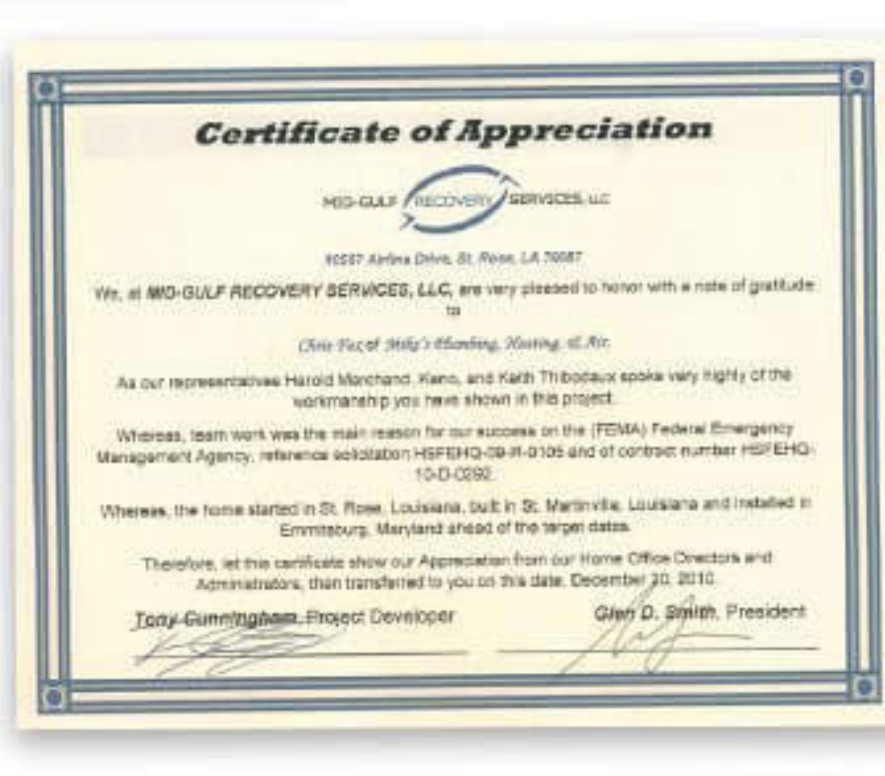
7/14/09

Mick —

Just want to say thanks for taking care of our Heating + Air Cond. needs. We also want to let you know we were very impressed with all of the crew's knowledge of the project and the professional way they handled everything — and the Team work they displayed working together. Thank you very much.

[illegible] + Nancy [illegible]

Support Our Troops – Remember Our Veterans



Certificate of Appreciation

MID-GULF RECOVERY SERVICES, LLC

00507 Airline Drive, St. Rose, LA 70087

We, at MID-GULF RECOVERY SERVICES, LLC, are very pleased to honor with a note of gratitude to

Chris Fox of Mick's Plumbing, Heating, & Air.

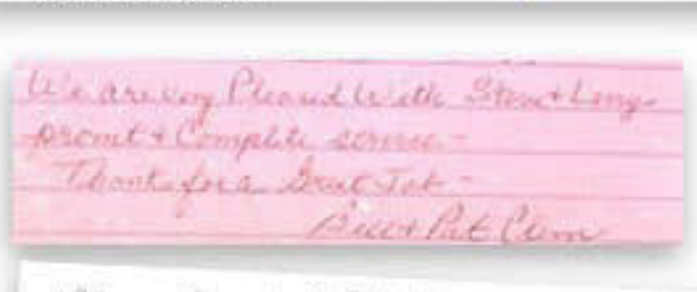
As our representatives Harold Marchand, Keno, and Keith Thibodaux spoke very highly of the workmanship you have shown in this project.

Whereas, team work was the main reason for our success on the (FEMA) Federal Emergency Management Agency, reference solicitation HSFEHQ-09-R-0105 and of contract number HSFEHQ-10-D-0292.

Whereas, the home started in St. Rose, Louisiana, built in St. Martinville, Louisiana and installed in Emmitsburg, Maryland ahead of the target dates.

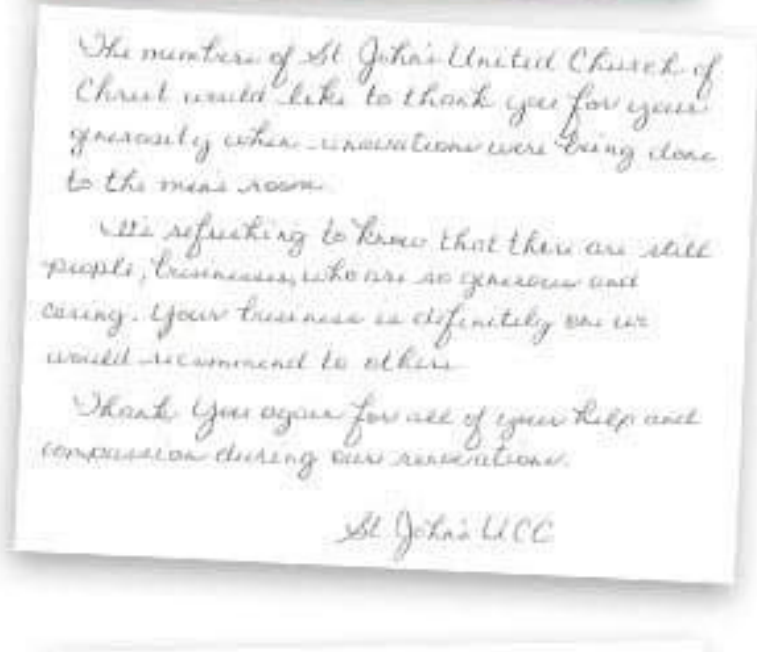
Therefore, let this certificate show our Appreciation from our Home Office Directors and Administrators, then transferred to you on this date, December 20, 2010.

Tony Cunningham, Project Developer
Glen D. Smith, President



We are very Pleased With Steve + Leroy. Prompt + Complete service - Thanks for a Great Job -

Bruce + Pat Clem

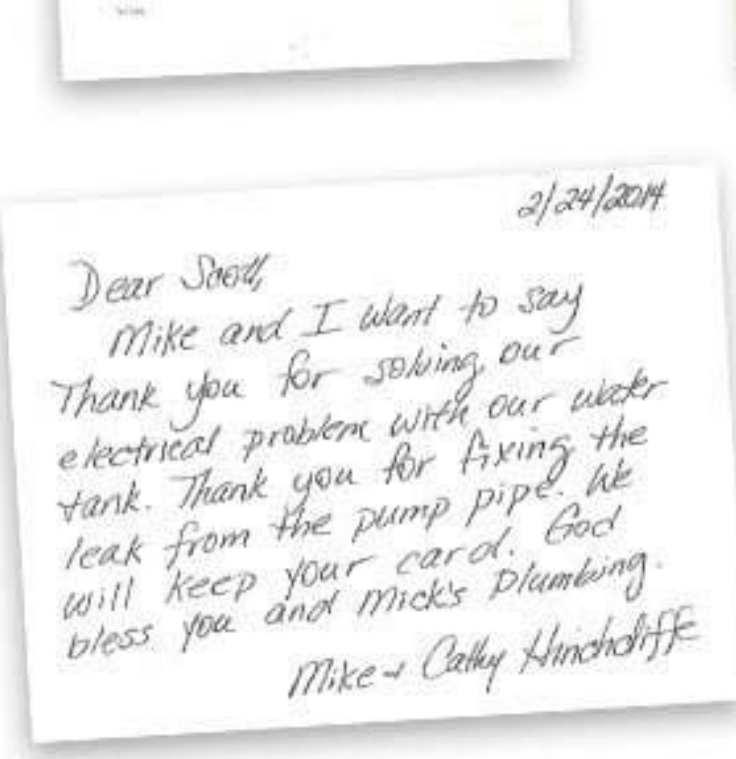


The members of St. John's United Church of Christ would like to thank you for your generosity when renovations were being done to the men's room.

It's refreshing to know that there are still people, businesses, who are so generous and caring. Your business is definitely one we would recommend to others.

Thank you again for all of your help and compassion during our renovations.

St. John's UCC

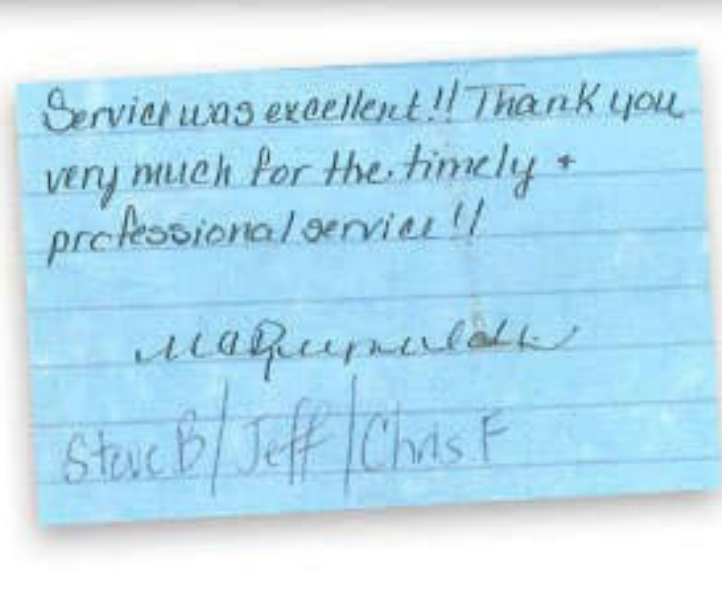


2/24/2014

Dear Scott,

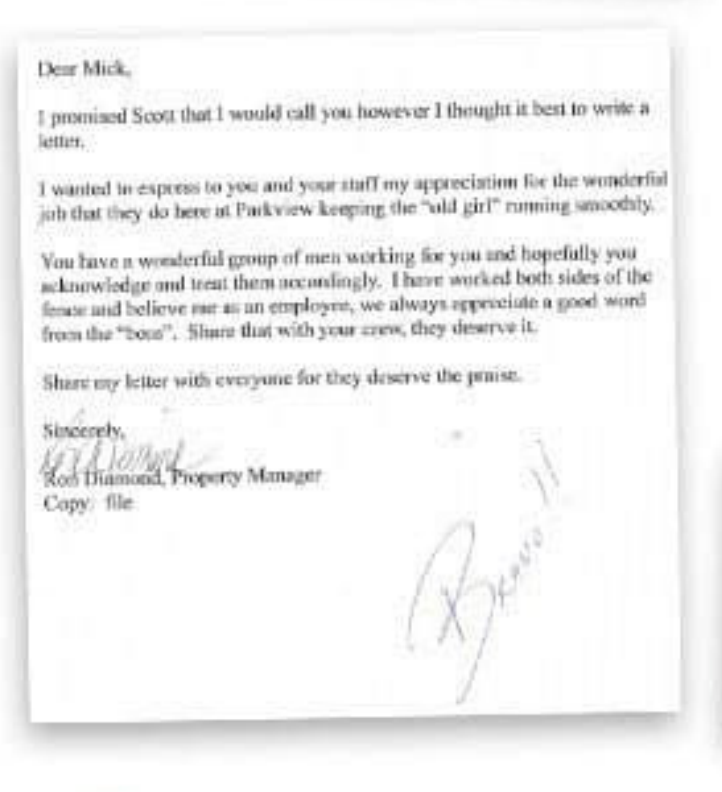
Mike and I want to say Thank you for solving our electrical problem with our water tank. Thank you for fixing the leak from the pump pipe. We will keep your card. God bless you and Mick's Plumbing.

Mike + Cathy Hinchcliffe



Service was excellent!! Thank you very much for the timely + professional service!!

Steve B | Jeff | Chris F



Dear Mick,

I promised Scott that I would call you however I thought it best to write a letter.

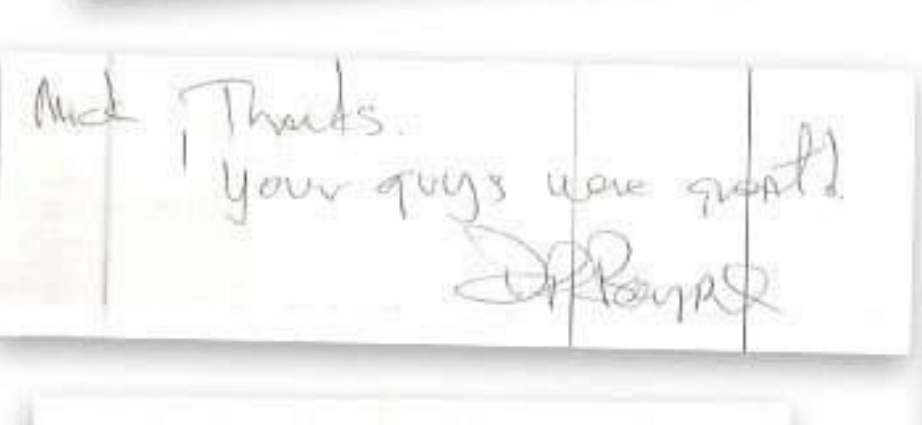
I wanted to express to you and your staff my appreciation for the wonderful job that they do here at Parkview keeping the "old girl" running smoothly.

You have a wonderful group of men working for you and hopefully you acknowledge and treat them accordingly. I have worked both sides of the fence and believe me as an employee, we always appreciate a good word from the "boss". Share that with your crew, they deserve it.

Share my letter with everyone for they deserve the praise.

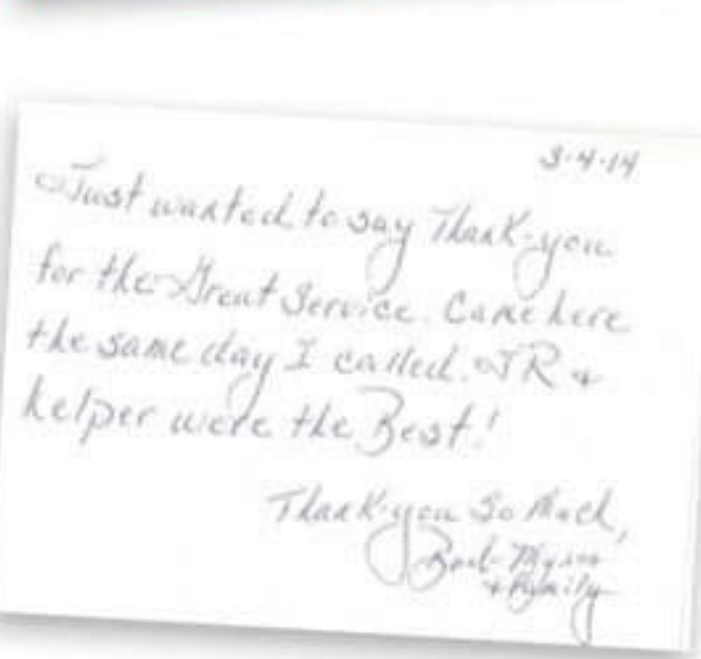
Sincerely,
Ron Diamond, Property Manager
Copy: file

Bravo!!



Mick, Thanks.

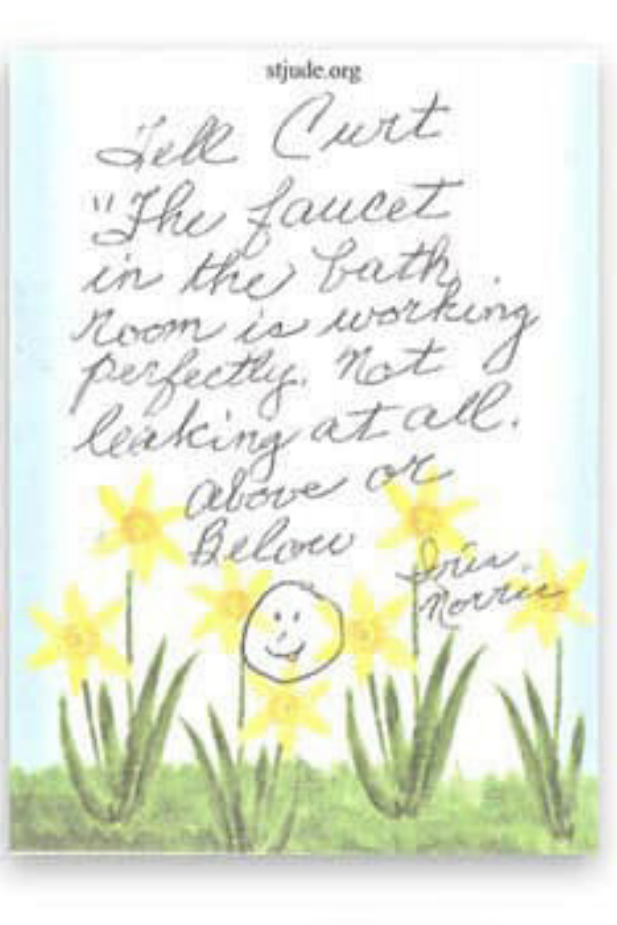
Your guys were great!



3-4-14

Just wanted to say Thank-you for the Great Service. Came here the same day I called. JR + helper were the Best!

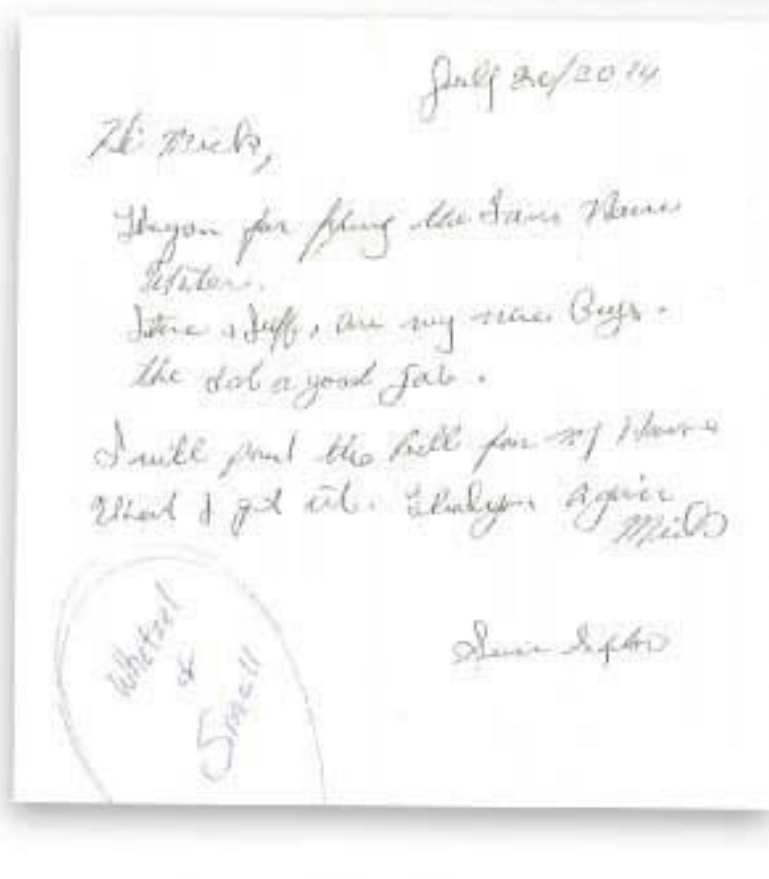
Thank you So Much,
Bob [illegible] + Family



stjude.org

Tell Curt "The faucet in the bath room is working perfectly. Not leaking at all. above or Below"

Iris Norris



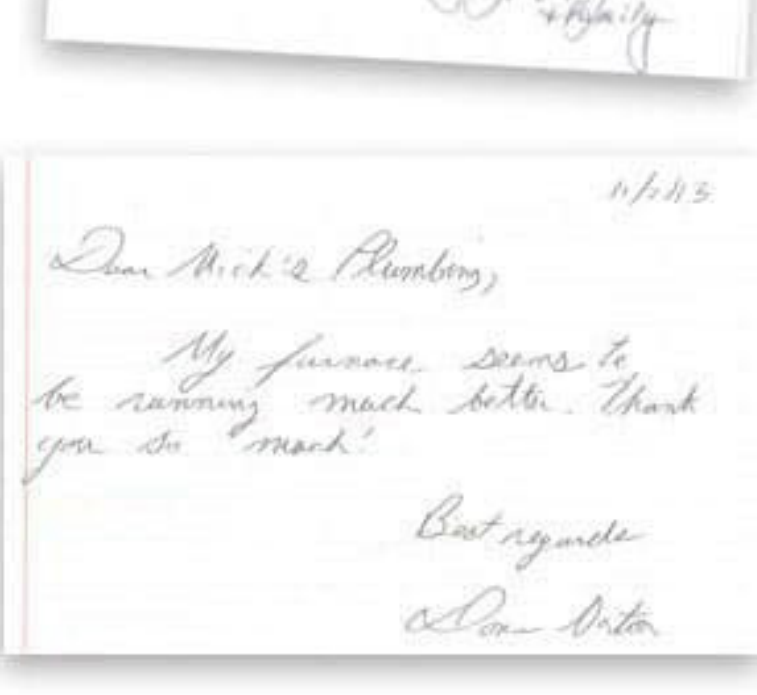
July 20/2014

Hi Mick,

Thank you for fixing the [illegible] Water Heater.

Steve + Jeff, are my nice Guys. they did a good Job.

I will [illegible] the bill for my House [illegible] that I got at. Thank you again Mick

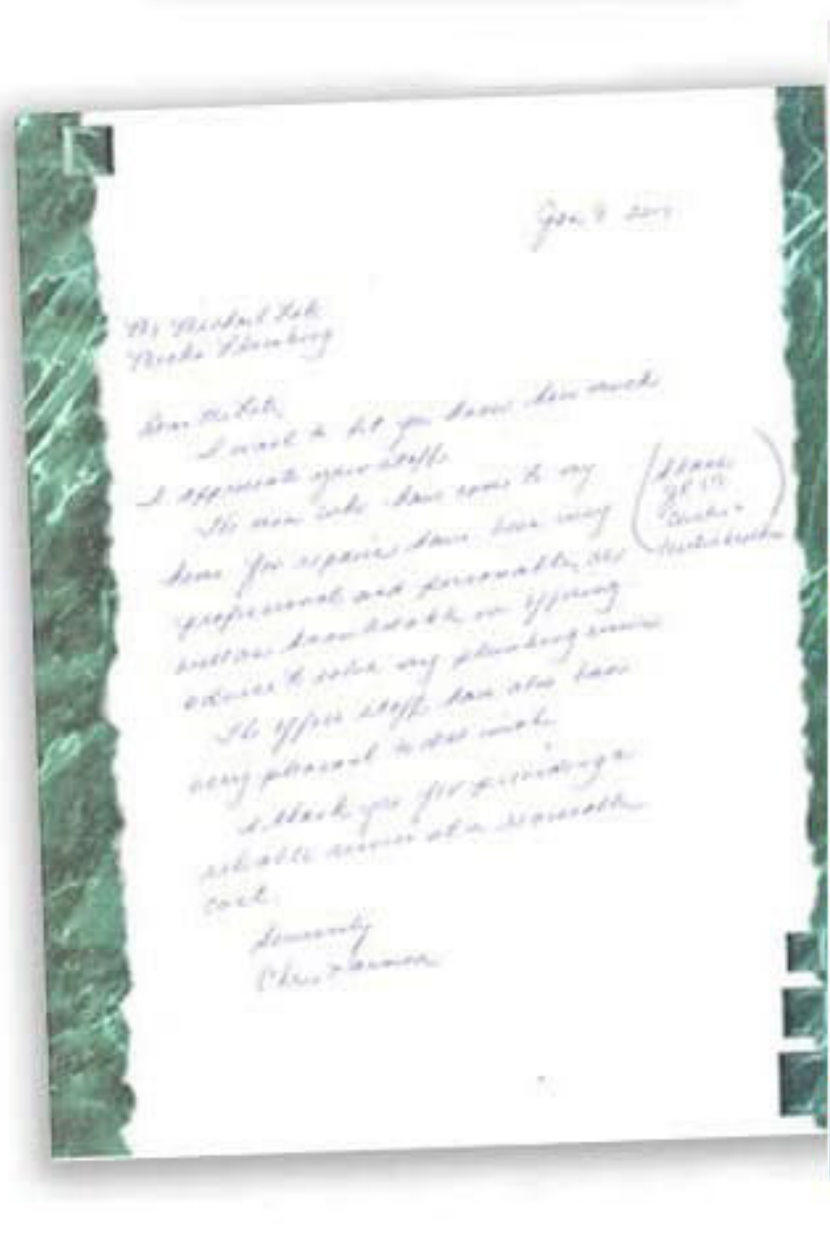


[illegible]

Dear Mick's Plumbing,

My furnace seems to be running much better. Thank you so much!

Best regards



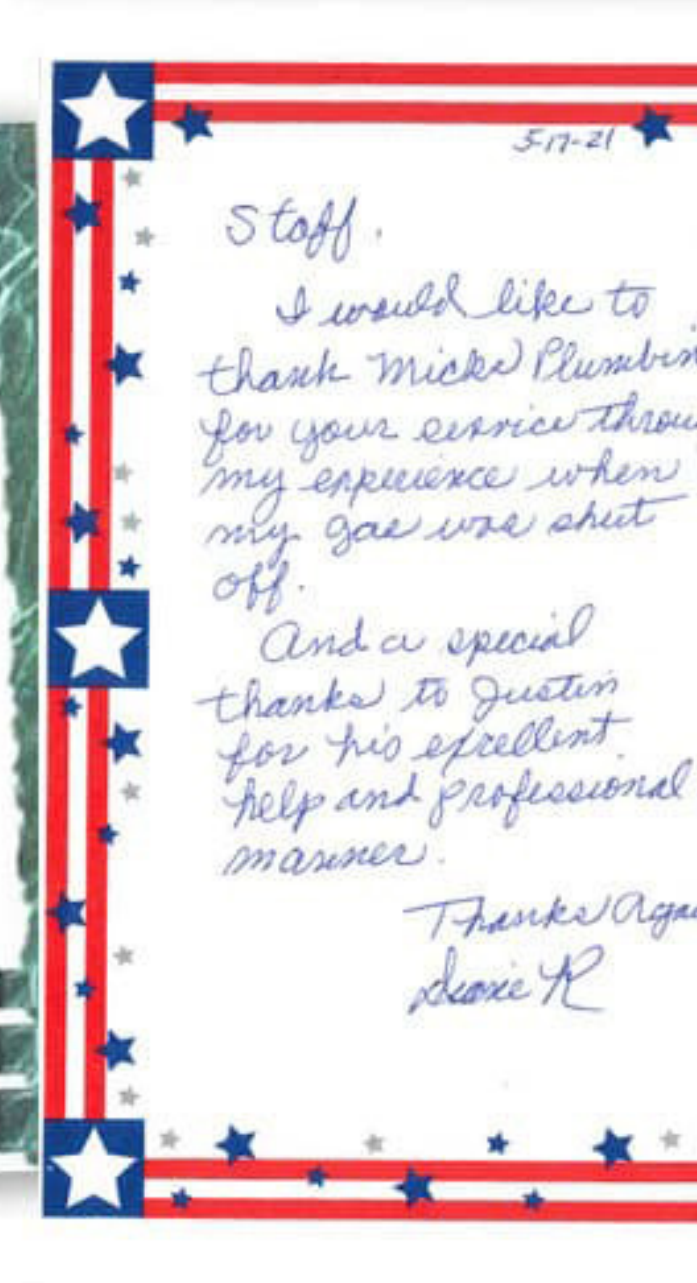
June 9 [illegible]

[illegible]
Mick's Plumbing

Dear Mick,

I want to let you know how much I appreciate your staff. The men who have come to my home for repairs have been very professional and personable, as well as knowledgeable in offering advice to solve any plumbing issue. Your office staff has also been very pleasant to deal with. I thank you for providing a reliable service at a reasonable cost.

Sincerely,
Chris Harmon



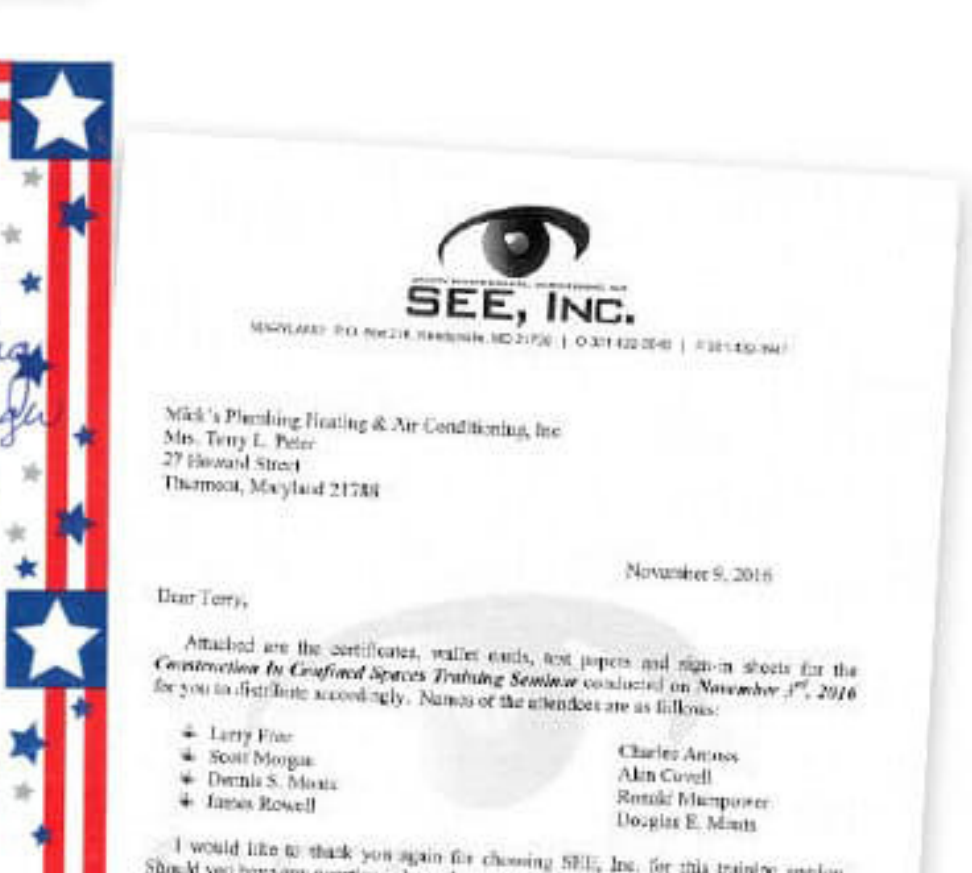
5-17-21

Staff,

I would like to thank Micks Plumbing for your service through my experience when my gas was shut off.

And a special thanks to Justin for his excellent help and professional manner.

Thanks Again
Dixie R



SEE, INC.

Mick's Plumbing Heating & Air Conditioning, Inc
Mrs. Terry L. Peter
27 Howard Street
Thurmont, Maryland 21788

November 9, 2016

Dear Terry,

Attached are the certificates, wallet cards, test papers and sign-in sheets for the *Construction In Confined Spaces Training Seminar* conducted on *November 3rd, 2016* for you to distribute accordingly. Names of the attendees are as follows:

- Larry Fitz
- Scott Morgan
- Dennis S. Moats
- James Rowell

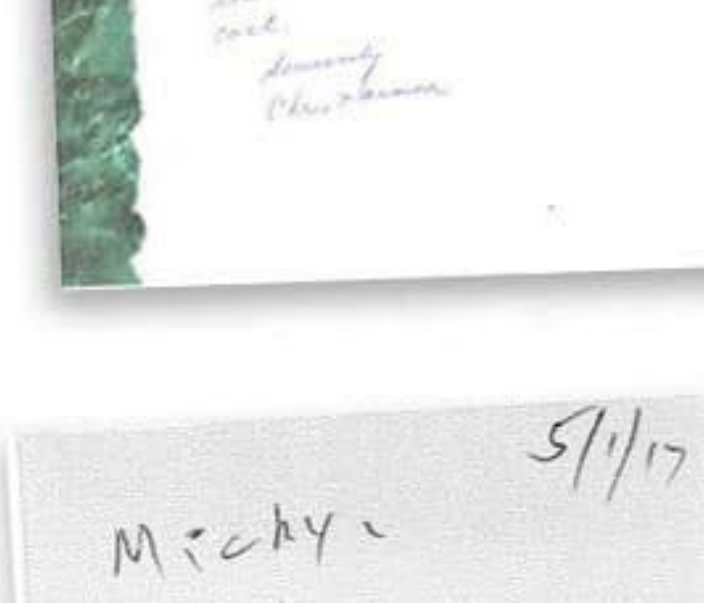
Charles Aronos
Alan Cowell
Ronald [illegible]
Douglas E. Moats

I would like to thank you again for choosing SEE, Inc. for this training session. Should you have any questions please do not hesitate to contact me at 301-432-3940.

Thank you,
Victoria Murray
Victoria Murray
Office Assistant

ENCLOSURES:

- Certificates
- Wallet Cards
- Sign In Sheets
- Test Papers

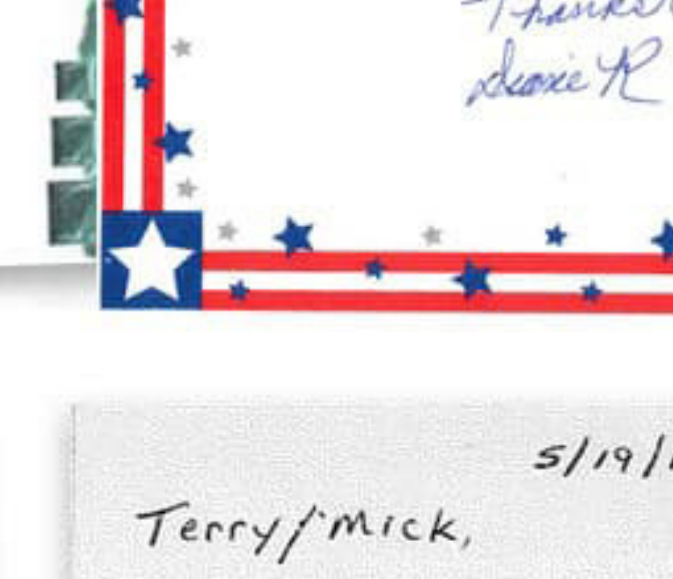


5/1/17

Micky-

thank you very much for your patience understanding + 10% discount.

Have a great Summer
Michael.



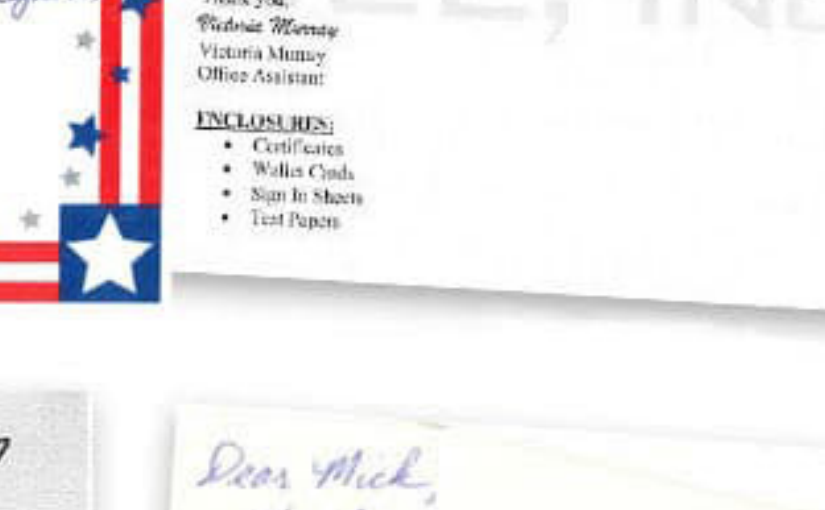
5/19/17

Terry/Mick,

Eric + Austin did a great job with the duct cleaning - very professional!

Also, very impressed with Shawn and look forward to working with him on our future project!

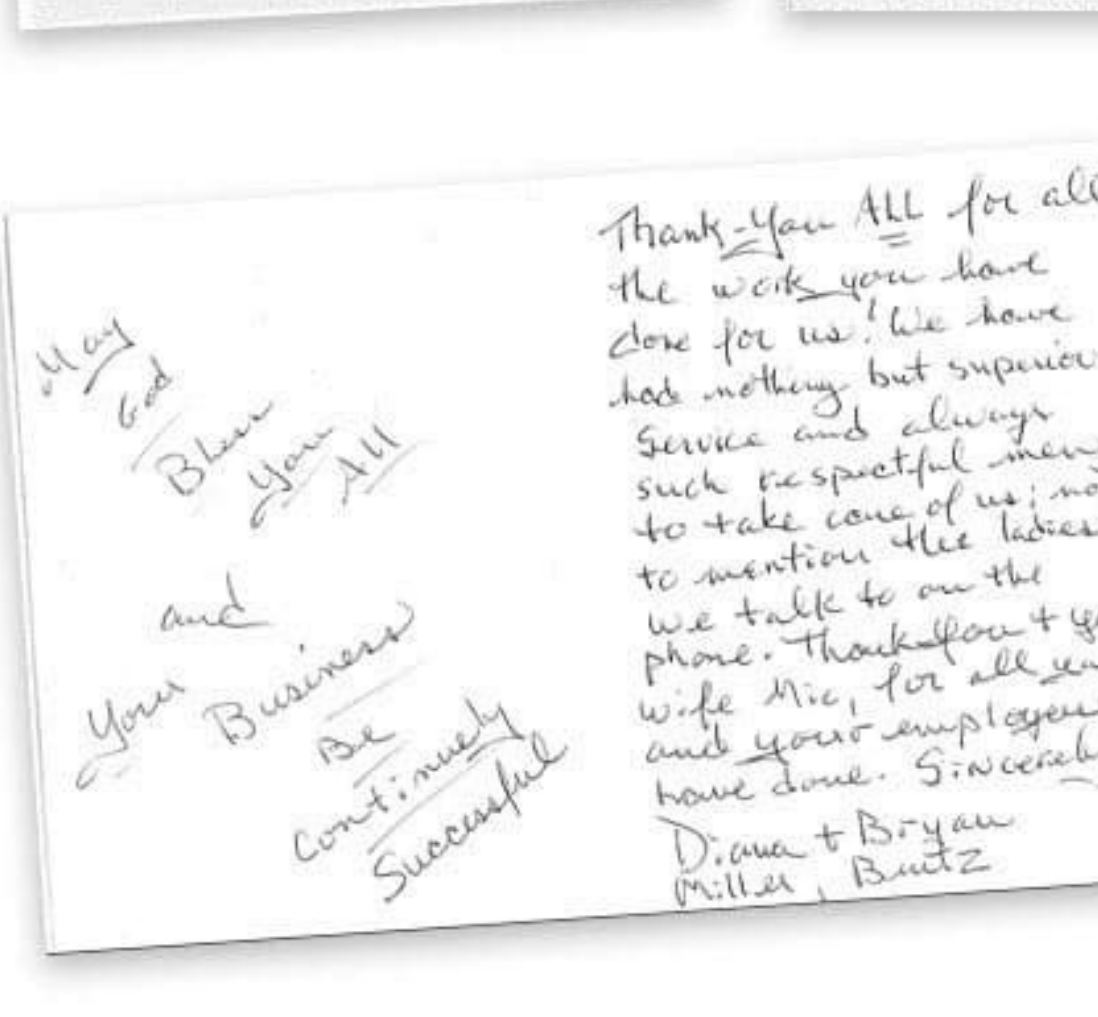
Thanks again - The Leathermans



Dear Mick,

Thank you so very much for your expert repair of our plumbing situation. Jason, Jimmy, and Larry did a tremendous job and we are so glad to have peace of mind that the repair was done with such attention to detail.

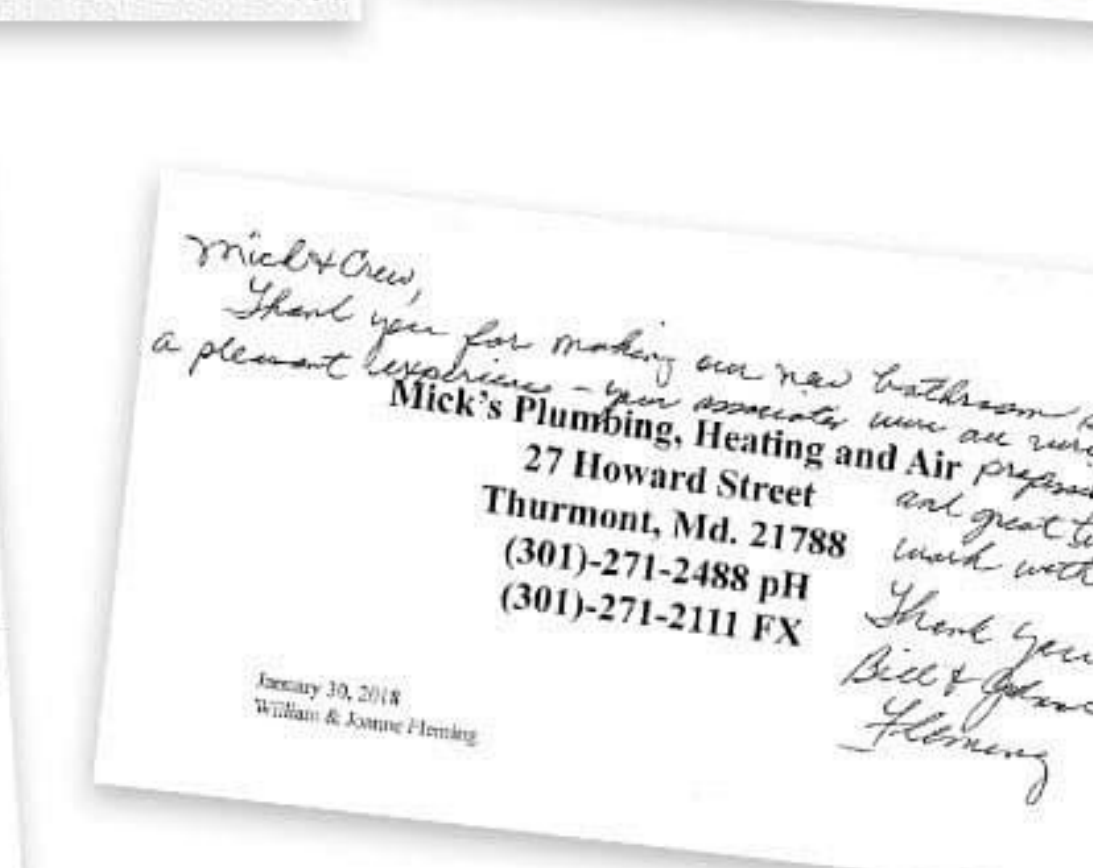
All the best,
Lys & Amy



May God Bless You All and Your Business Be Continuously Successful

Thank-You ALL for all the work you have done for us! We have had nothing but superior Service and always such respectful men to take care of us; not to mention the ladies we talk to on the phone. Thank you + your wife Mic, for all you and your employees have done. Sincerely,

Diana + Bryan
Miller, Bretz



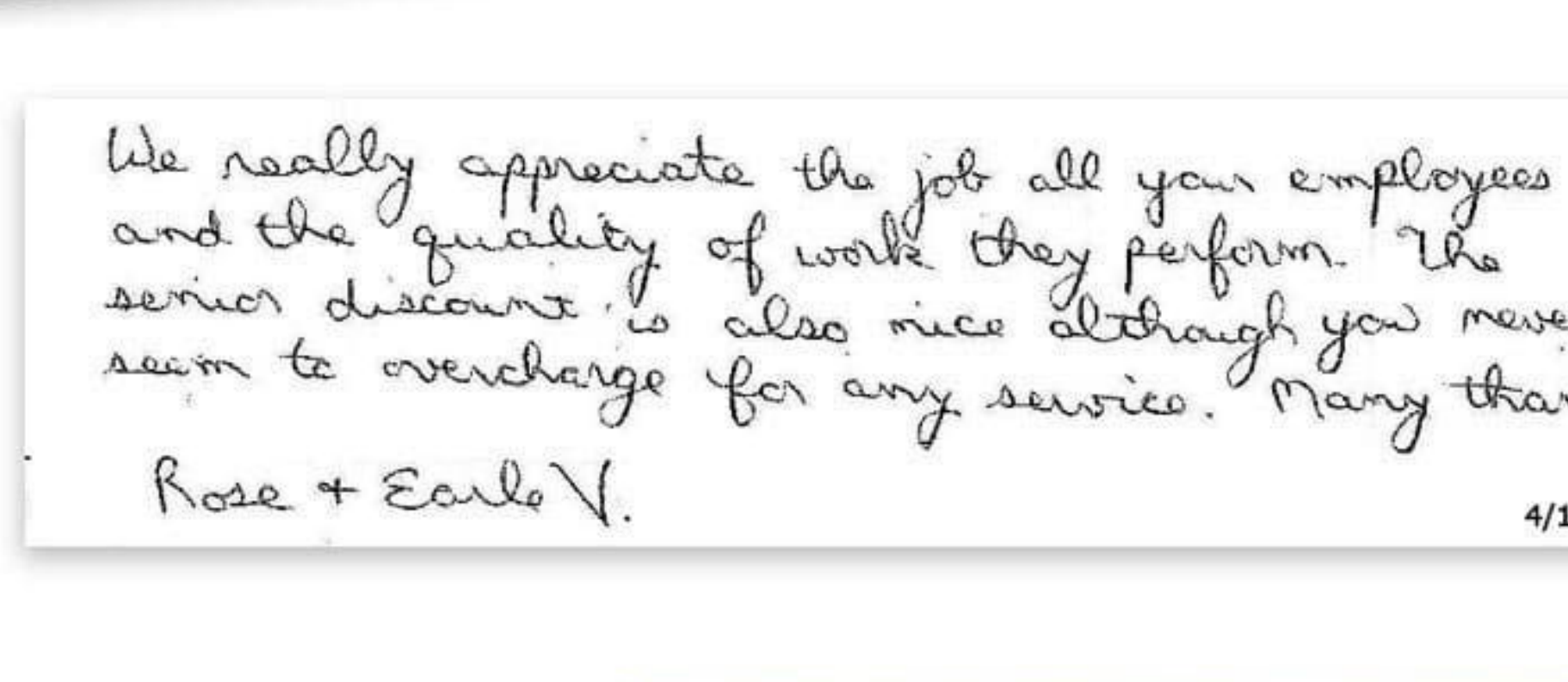
Mick+Crew,

Thank you for making our new bathroom such a pleasant experience - your associates were all very professional and great to work with.

Thank you!
Bill & Joanne Fleming

Mick's Plumbing, Heating and Air
27 Howard Street
Thurmont, Md. 21788
(301)-271-2488 pH
(301)-271-2111 FX

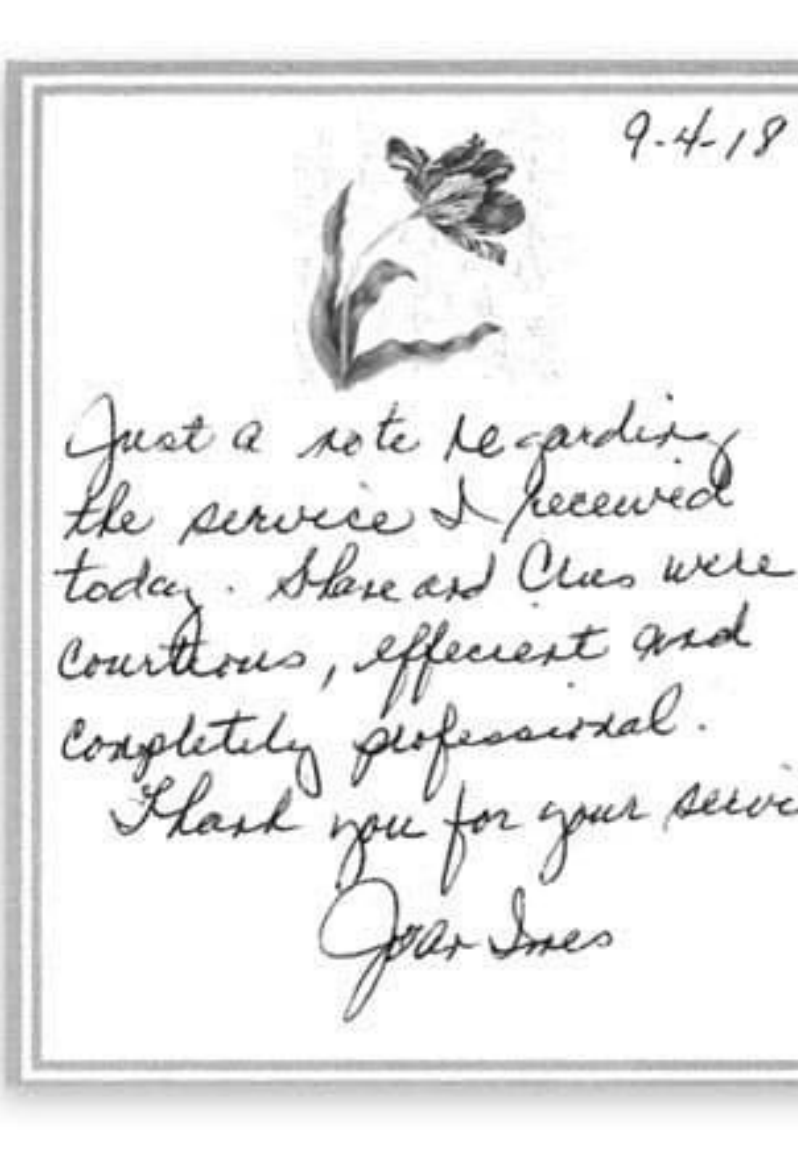
January 30, 2018
William & Joanne Fleming



We really appreciate the job all your employees do and the quality of work they perform. The senior discount is also nice although you never seem to overcharge for any service. Many thanks

Rose + Earle V.

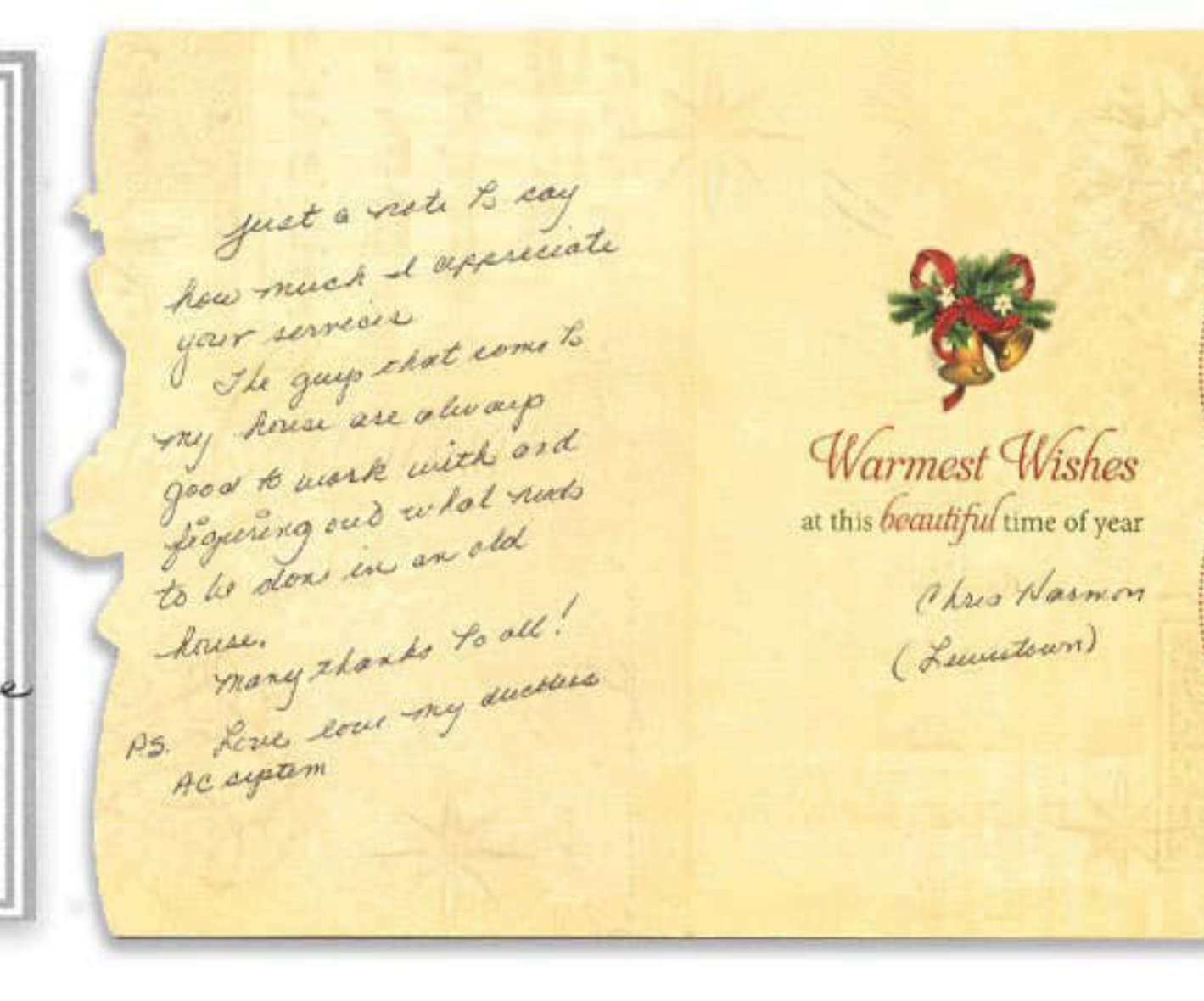
4/19/2018



9-4-18

Just a note regarding the service I received today. Shane and Crus were courteous, efficient and completely professional. Thank you for your service.

Joan Ines



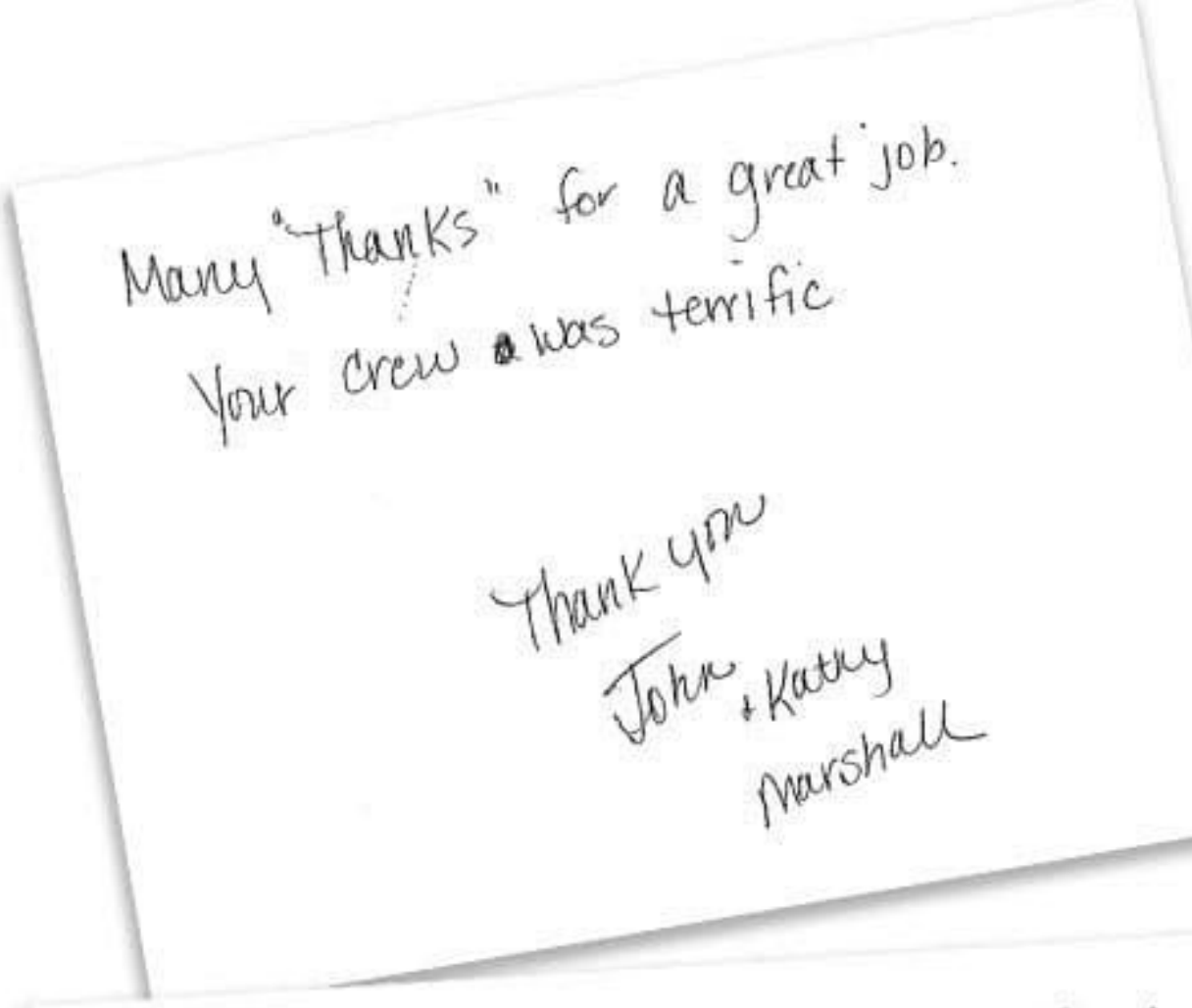
Just a note to say how much I appreciate your service. The guys that come to my house are always good to work with and figuring out what needs to be done in an old house.

Many thanks to all!

PS. Love love my ductless AC system

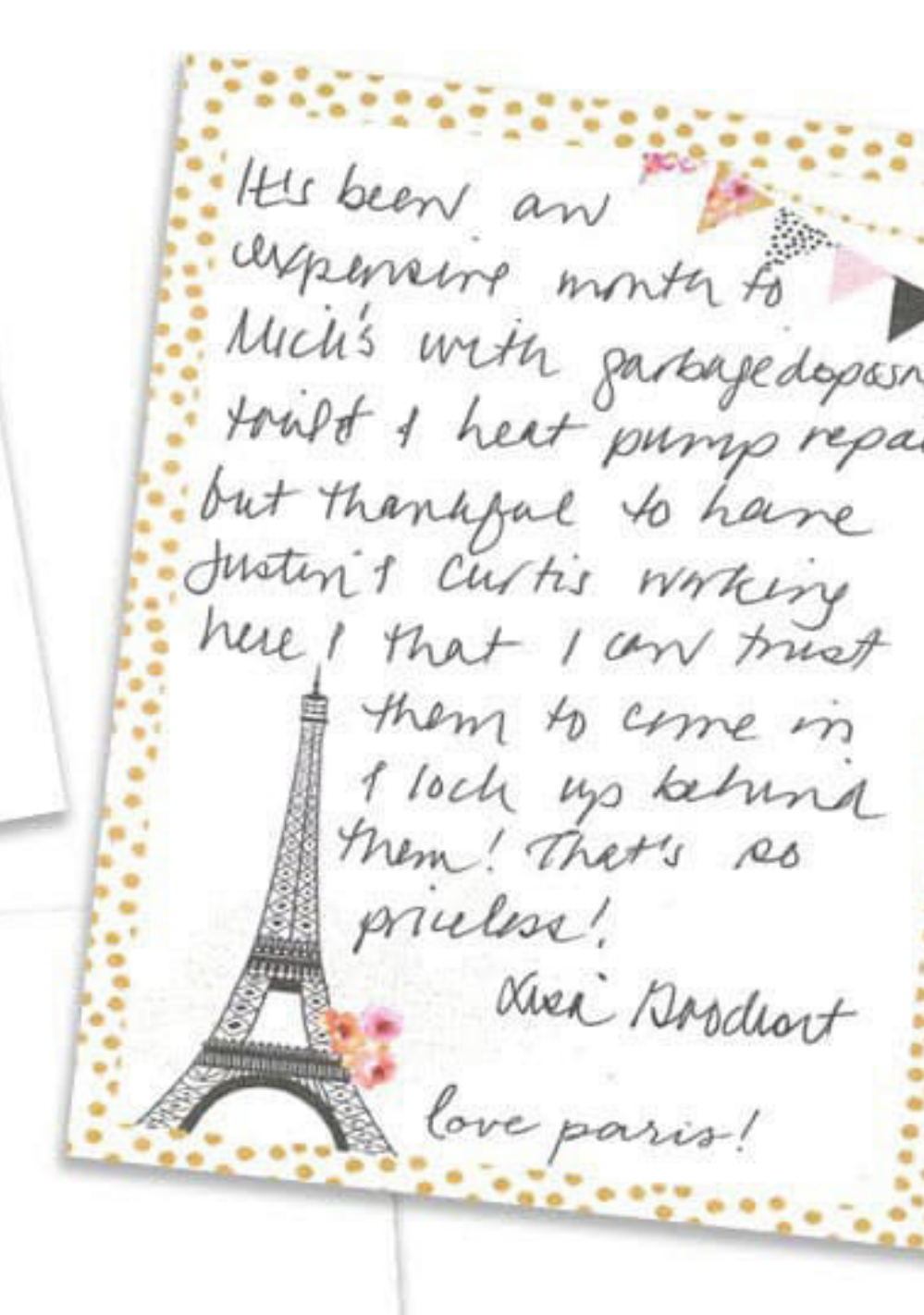
Warmest Wishes
at this beautiful time of year

Chris Harmon
(Lewistown)



Many "Thanks" for a great job. Your crew was terrific

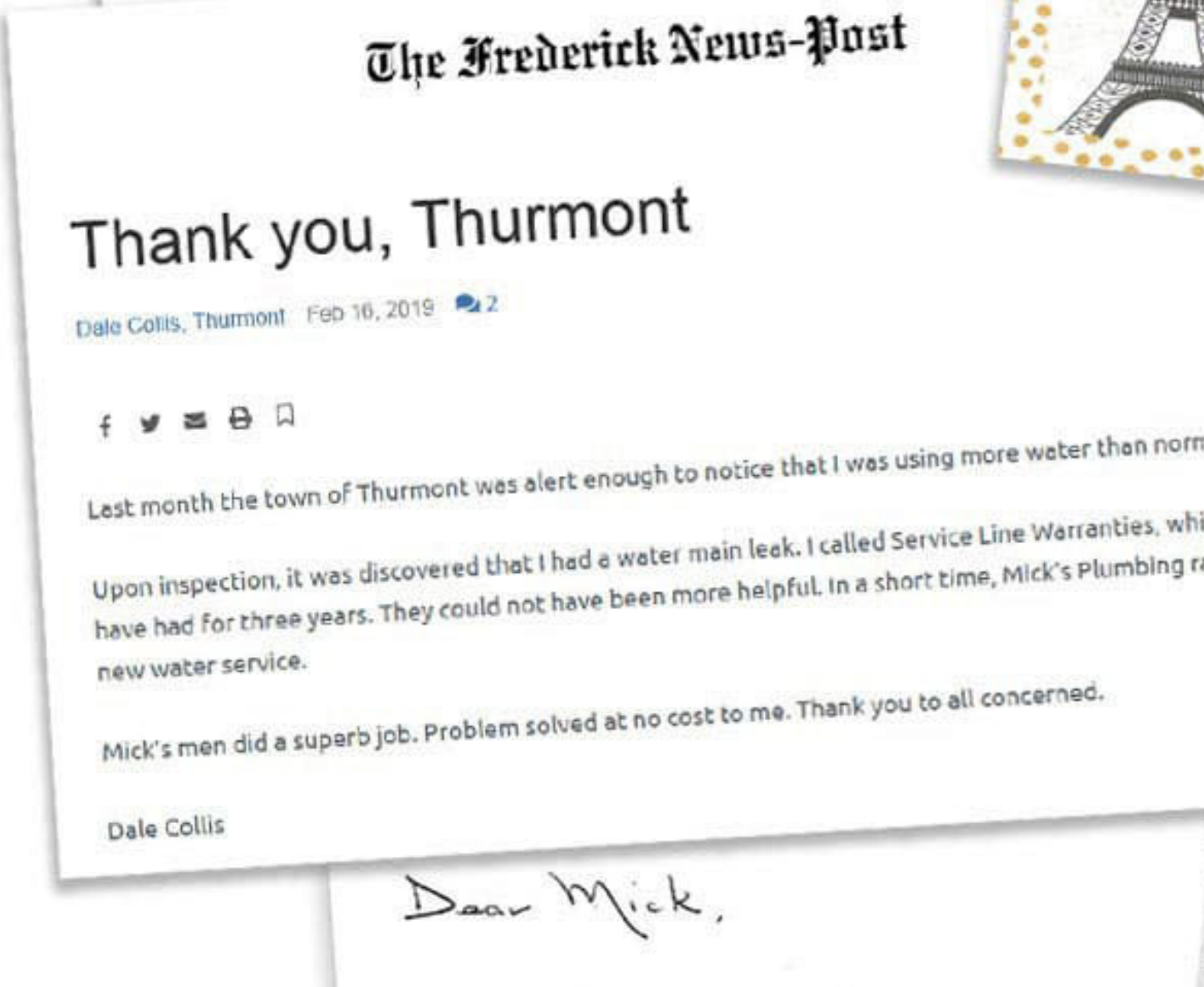
Thank you
John + Kathy Marshall



It's been an expensive month to Mick's with garbage disposal, toilet & heat pump repair, but thankful to have Justin & Curtis working here & that I can trust them to come in & lock up behind them! That's so priceless!

[illegible]

love paris!



The Frederick News-Post

Thank you, Thurmont

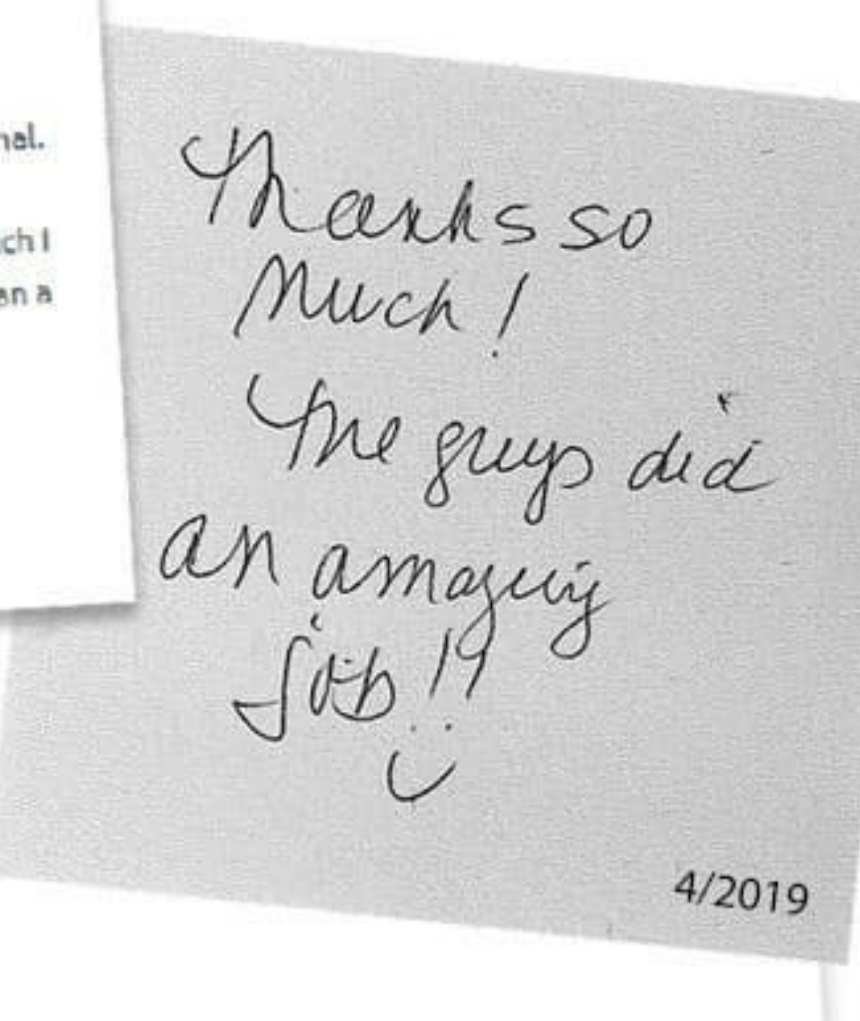
Dale Collis, Thurmont Feb 16, 2019 2

Last month the town of Thurmont was alert enough to notice that I was using more water than normal.

Upon inspection, it was discovered that I had a water main leak. I called Service Line Warranties, which I have had for three years. They could not have been more helpful. In a short time, Mick's Plumbing ran a new water service.

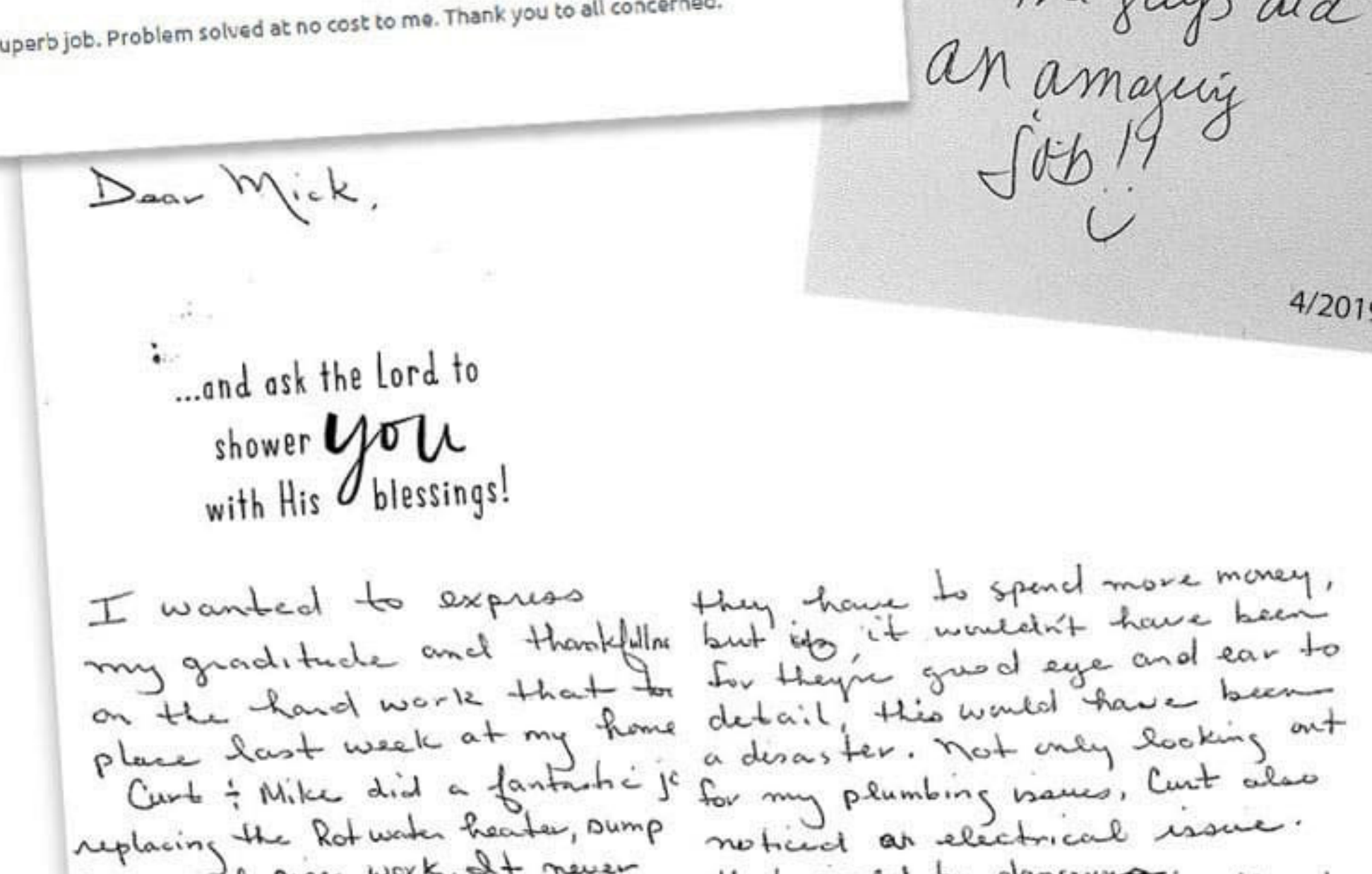
Mick's men did a superb job. Problem solved at no cost to me. Thank you to all concerned.

Dale Collis



Thanks so much! The guys did an amazing Job!! ☺

4/2019

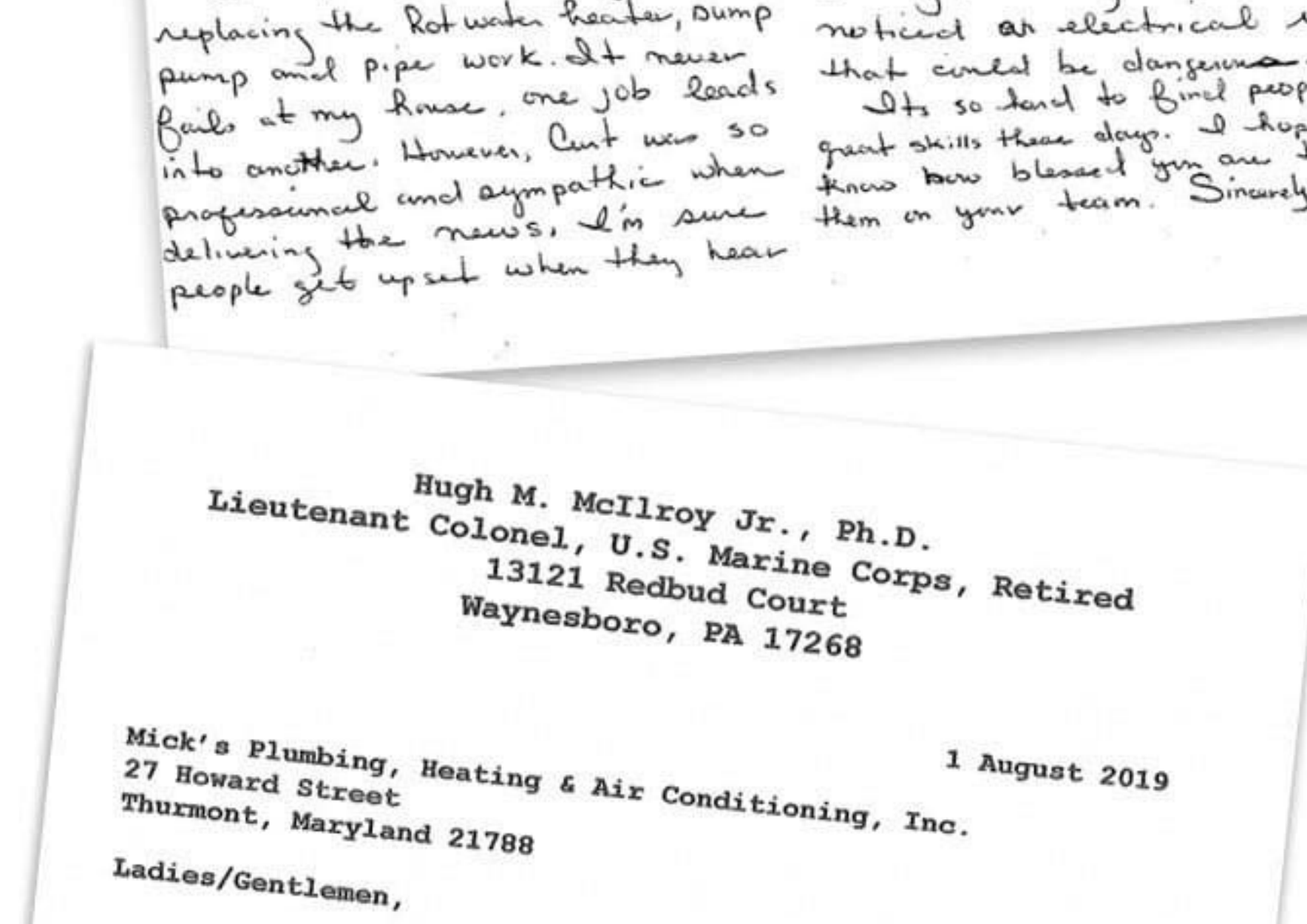


Dear Mick,

...and ask the Lord to shower you with His blessings!

I wanted to express my gratitude and thankfulness on the hard work that took place last week at my home. Curt & Mike did a fantastic job replacing the hot water heater, sump pump and pipe work. It never fails at my house, one job leads into another. However, Curt was so professional and sympathetic when delivering the news, I'm sure people get upset when they hear they have to spend more money, but if it wouldn't have been for they're good eye and ear to detail, this would have been a disaster. Not only looking out for my plumbing issues, Curt also noticed an electrical issue that could be dangerous.

It's so hard to find people with such great skills these days. I hope you know how blessed you are to have them on your team. Sincerely, Sheila



Hugh M. McIlroy Jr., Ph.D.
Lieutenant Colonel, U.S. Marine Corps, Retired
13121 Redbud Court
Waynesboro, PA 17268

Mick's Plumbing, Heating & Air Conditioning, Inc.
27 Howard Street
Thurmont, Maryland 21788

1 August 2019

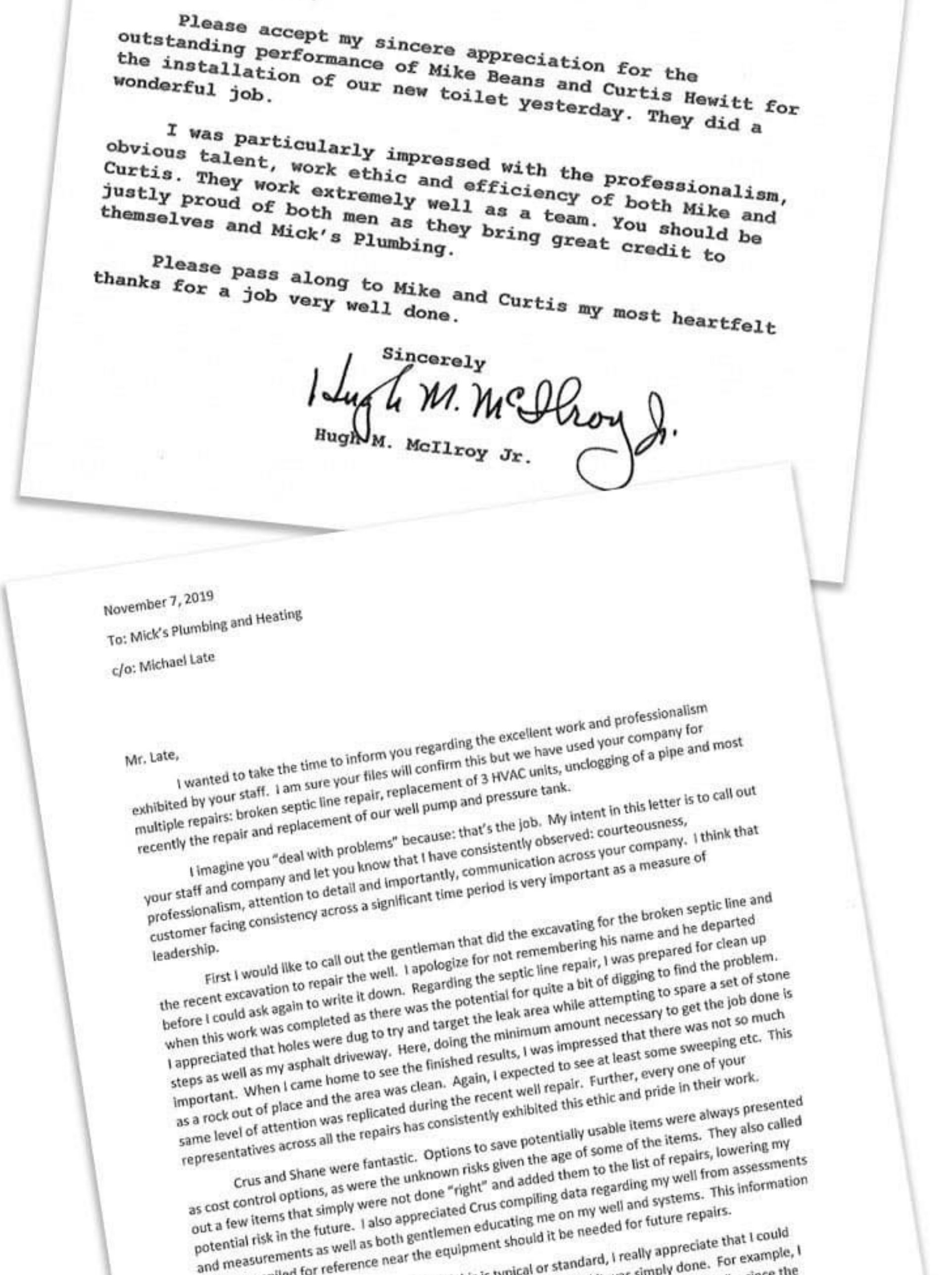
Ladies/Gentlemen,

Please accept my sincere appreciation for the outstanding performance of Mike Beans and Curtis Hewitt for the installation of our new toilet yesterday. They did a wonderful job.

I was particularly impressed with the professionalism, obvious talent, work ethic and efficiency of both Mike and Curtis. They work extremely well as a team. You should be justly proud of both men as they bring great credit to themselves and Mick's Plumbing.

Please pass along to Mike and Curtis my most heartfelt thanks for a job very well done.

Sincerely
Hugh M. McIlroy Jr.
Hugh M. McIlroy Jr.



November 7, 2019
To: Mick's Plumbing and Heating
c/o: Michael Late

Mr. Late,

I wanted to take the time to inform you regarding the excellent work and professionalism exhibited by your staff. I am sure your files will confirm this but we have used your company for multiple repairs: broken septic line repair, replacement of 3 HVAC units, unclogging of a pipe and most recently the repair and replacement of our well pump and pressure tank.

I imagine you "deal with problems" because: that's the job. My intent in this letter is to call out your staff and company and let you know that I have consistently observed: courteousness, professionalism, attention to detail and importantly, communication across your company. I think that customer facing consistency across a significant time period is very important as a measure of leadership.

First I would like to call out the gentleman that did the excavating for the broken septic line and the recent excavation to repair the well. I apologize for not remembering his name and he departed before I could ask again to write it down. Regarding the septic line repair, I was prepared for clean up when this work was completed as there was the potential for quite a bit of digging to find the problem. I appreciated that holes were dug to try and target the leak area while attempting to spare a set of stone steps as well as my asphalt driveway. Here, doing the minimum amount necessary to get the job done is important. When I came home to see the finished results, I was impressed that there was not so much as a rock out of place and the area was clean. Again, I expected to see at least some sweeping etc. This same level of attention was replicated during the recent well repair. Further, every one of your representatives across all the repairs has consistently exhibited this ethic and pride in their work.

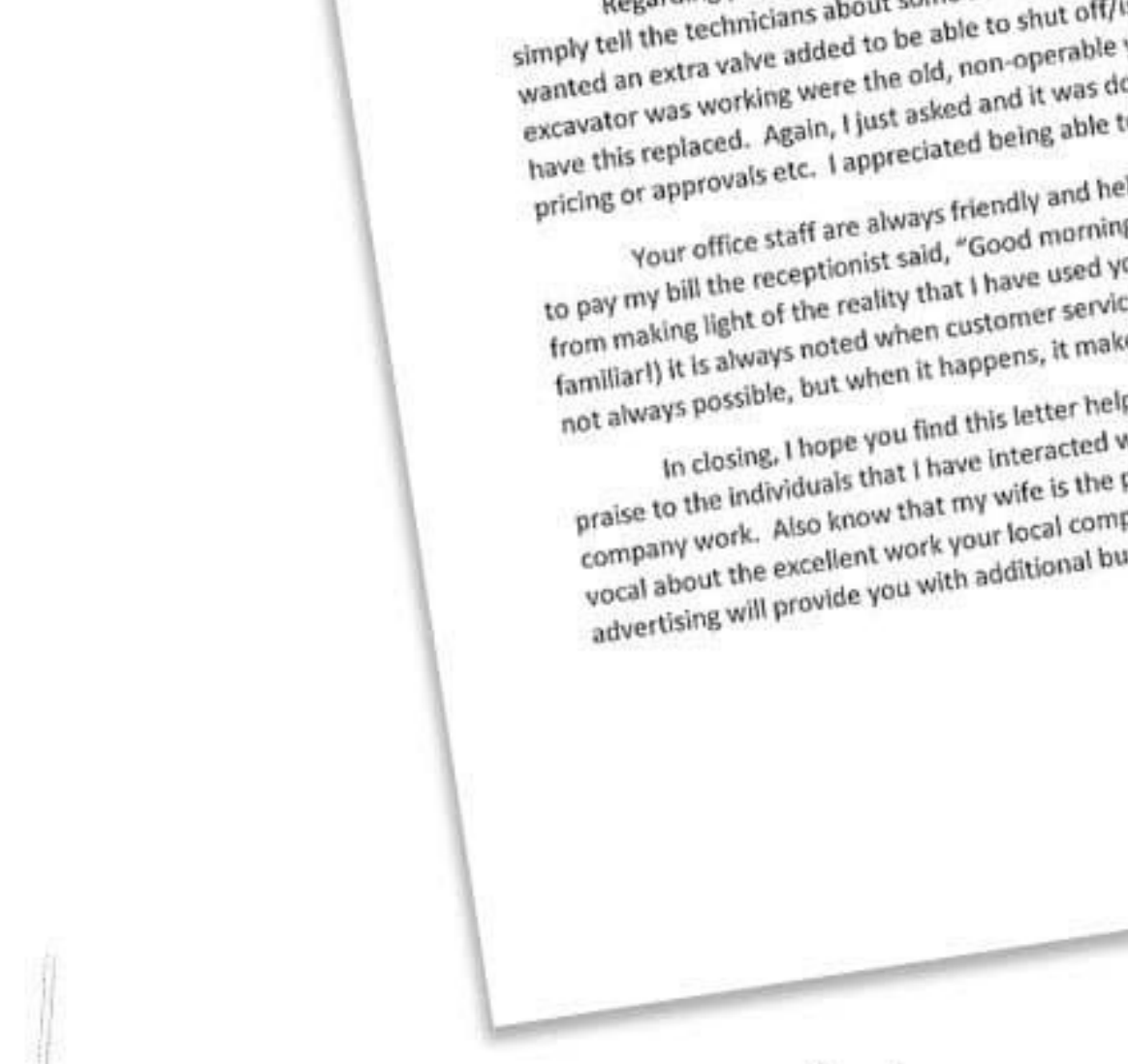
Crus and Shane were fantastic. Options to save potentially usable items were always presented as cost control options, as were the unknown risks given the age of some of the items. They also called out a few items that simply were not done "right" and added them to the list of repairs, lowering my potential risk in the future. I also appreciated Crus compiling data regarding my well from assessments and measurements as well as both gentlemen educating me on my well and systems. This information is now compiled for reference near the equipment should it be needed for future repairs.

Regarding pricing, I am not sure if this is typical or standard, I really appreciate that I could simply tell the technicians about some adhoc items I wanted and it was simply done. For example, I wanted an extra valve added to be able to shut off/isolate my yard hydrant. Additionally, since the excavator was working were the old, non-operable yard hydrant was located, it made sense to me to have this replaced. Again, I just asked and it was done. I didn't know if this would have to go back for pricing or approvals etc. I appreciated being able to make adjustments quickly.

Your office staff are always friendly and helpful. As an example, a few days ago when I came in to pay my bill the receptionist said, "Good morning Mr. Clements!" just as I walked in the door. Aside from making light of the reality that I have used your company so often (it makes sense I would be familiar!) it is always noted when customer service is able to drop your name. For many reasons that is not always possible, but when it happens, it makes a big impact.

In closing, I hope you find this letter helpful and would appreciate if you could pass on this praise to the individuals that I have interacted with as well as those behind the scenes that make your company work. Also know that my wife is the principal of Catoctin High School and she is also being vocal about the excellent work your local company performs. It is my hope that this word of mouth advertising will provide you with additional business in the community.

Regards,
J. M. Clements

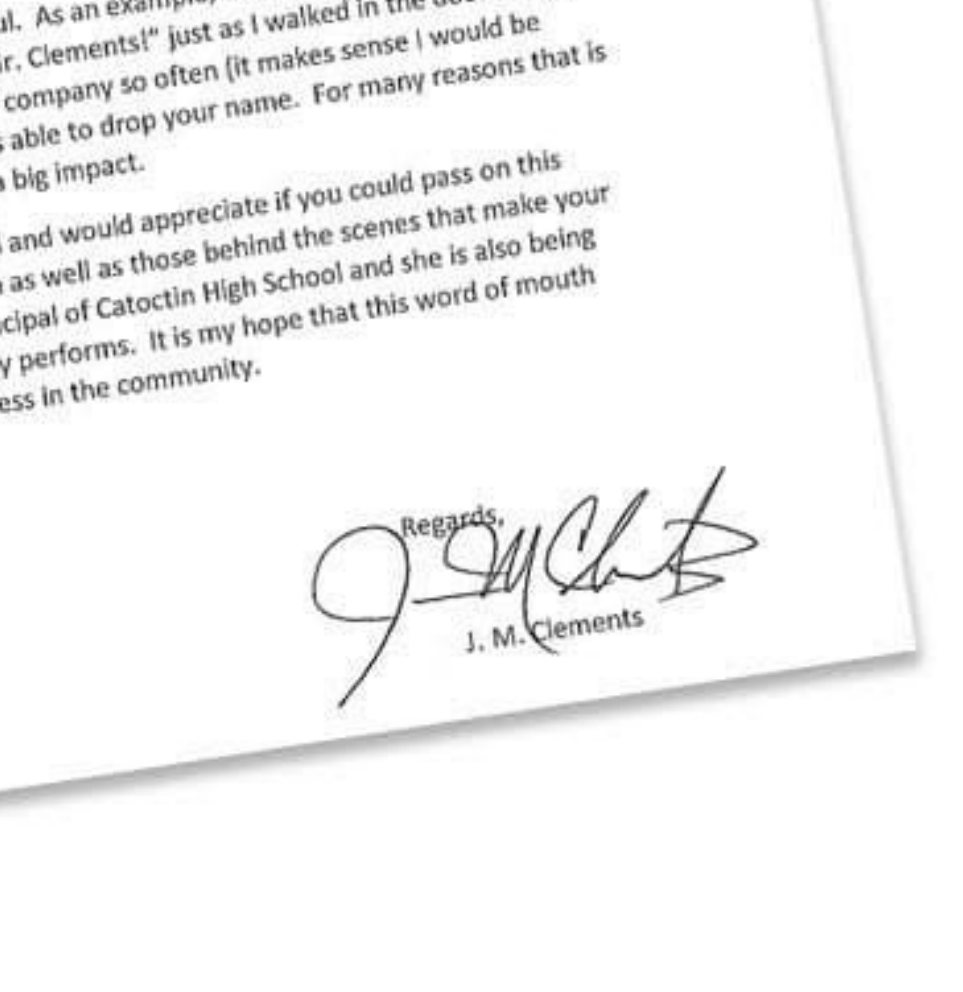


11/14/19

Thanks for the research and copies on my various service plans.

It is nice to do business with such nice people. Thanks

Chuck

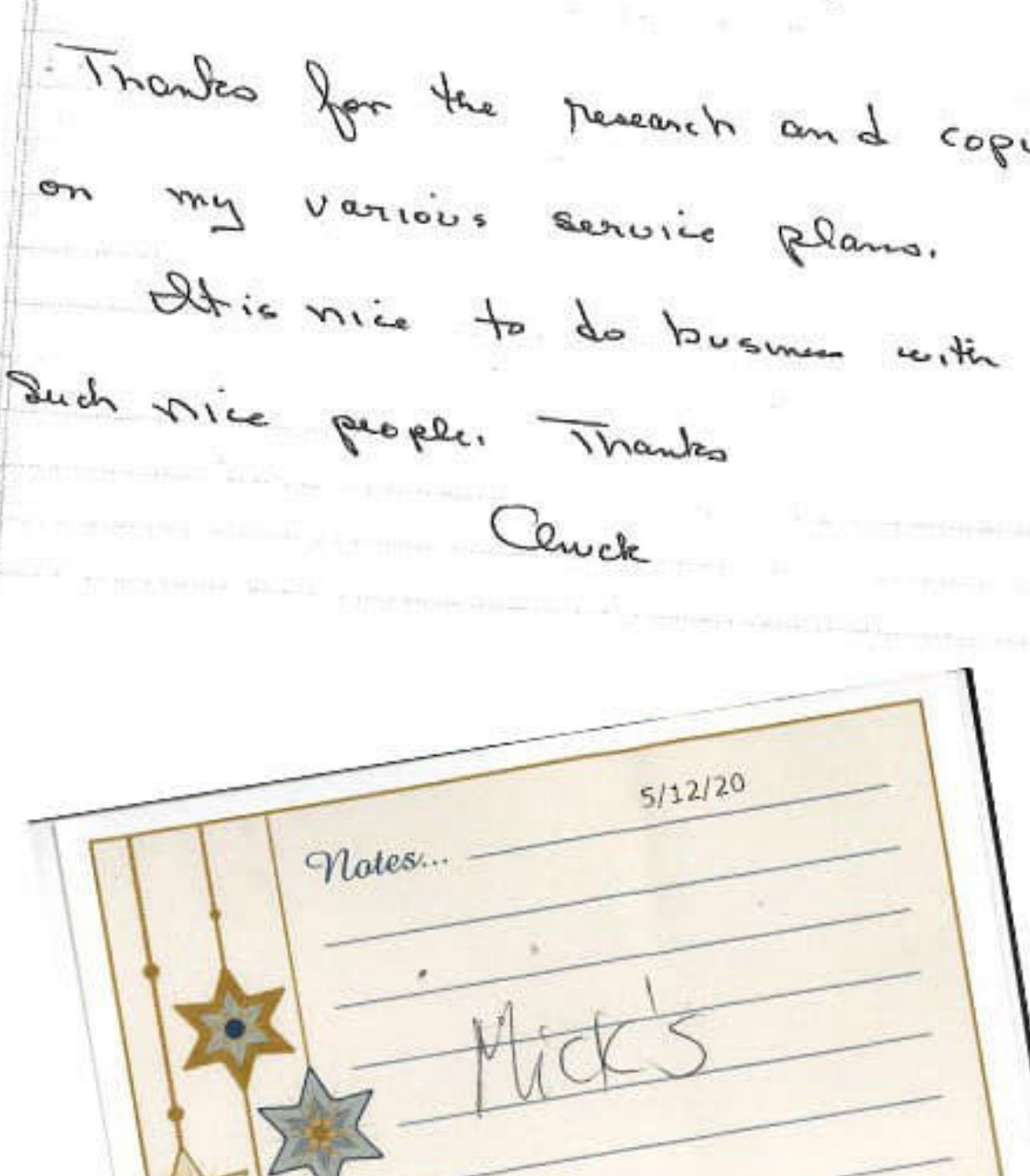


Description

Mick: Thanks for the very Prompt service

Chuck

Mar 2020



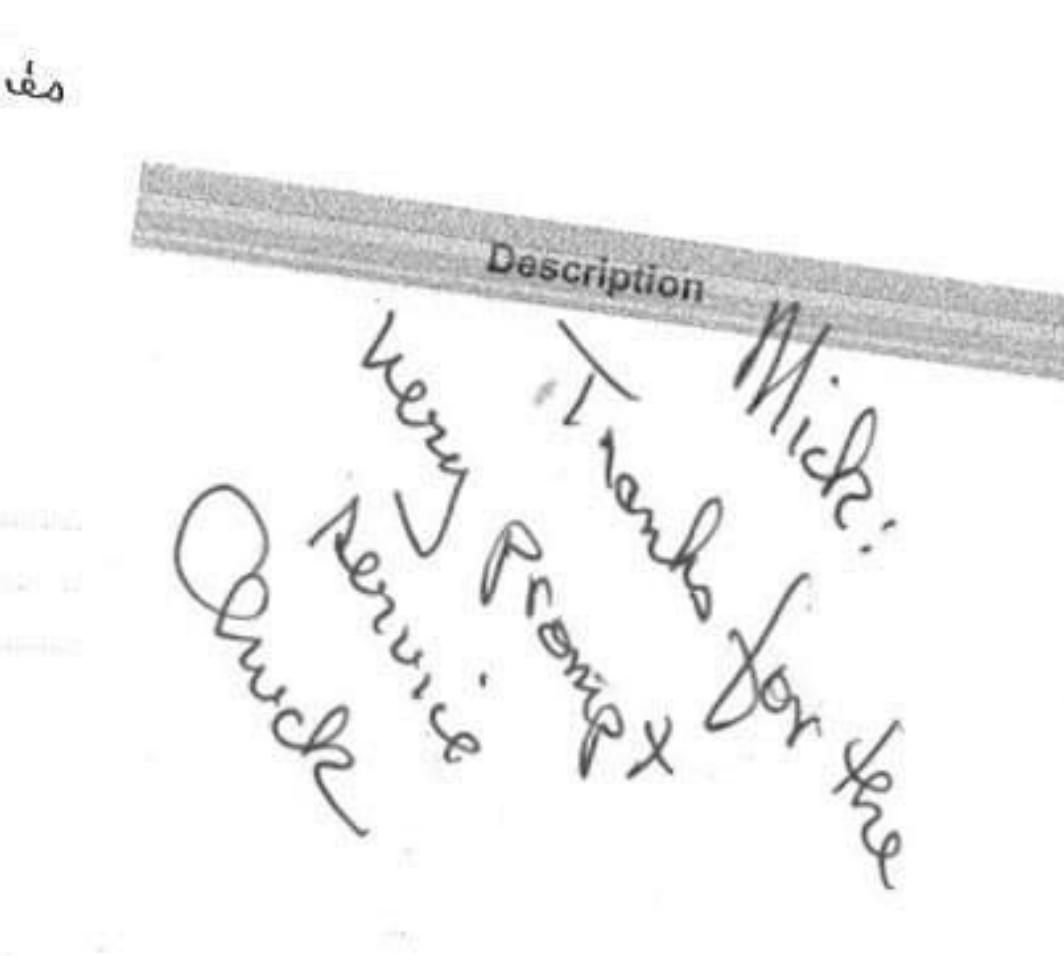
5/12/20

Notes...

Mick's

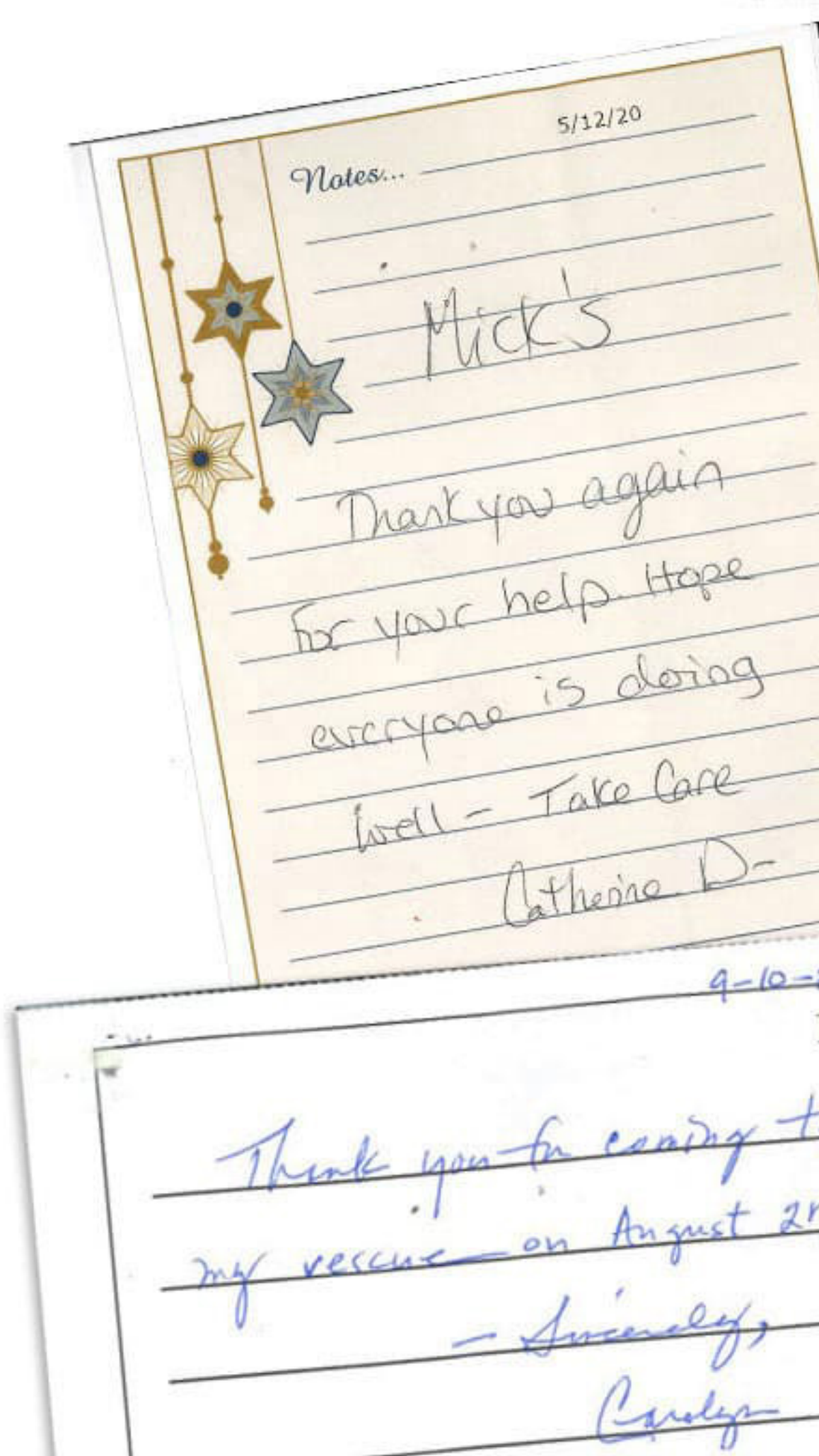
Thank you again for your help. Hope everyone is doing well - Take Care

Catherine D-



I thank you very much for your excellent service. Justin is efficient, neat and gives good advice.

Thanks

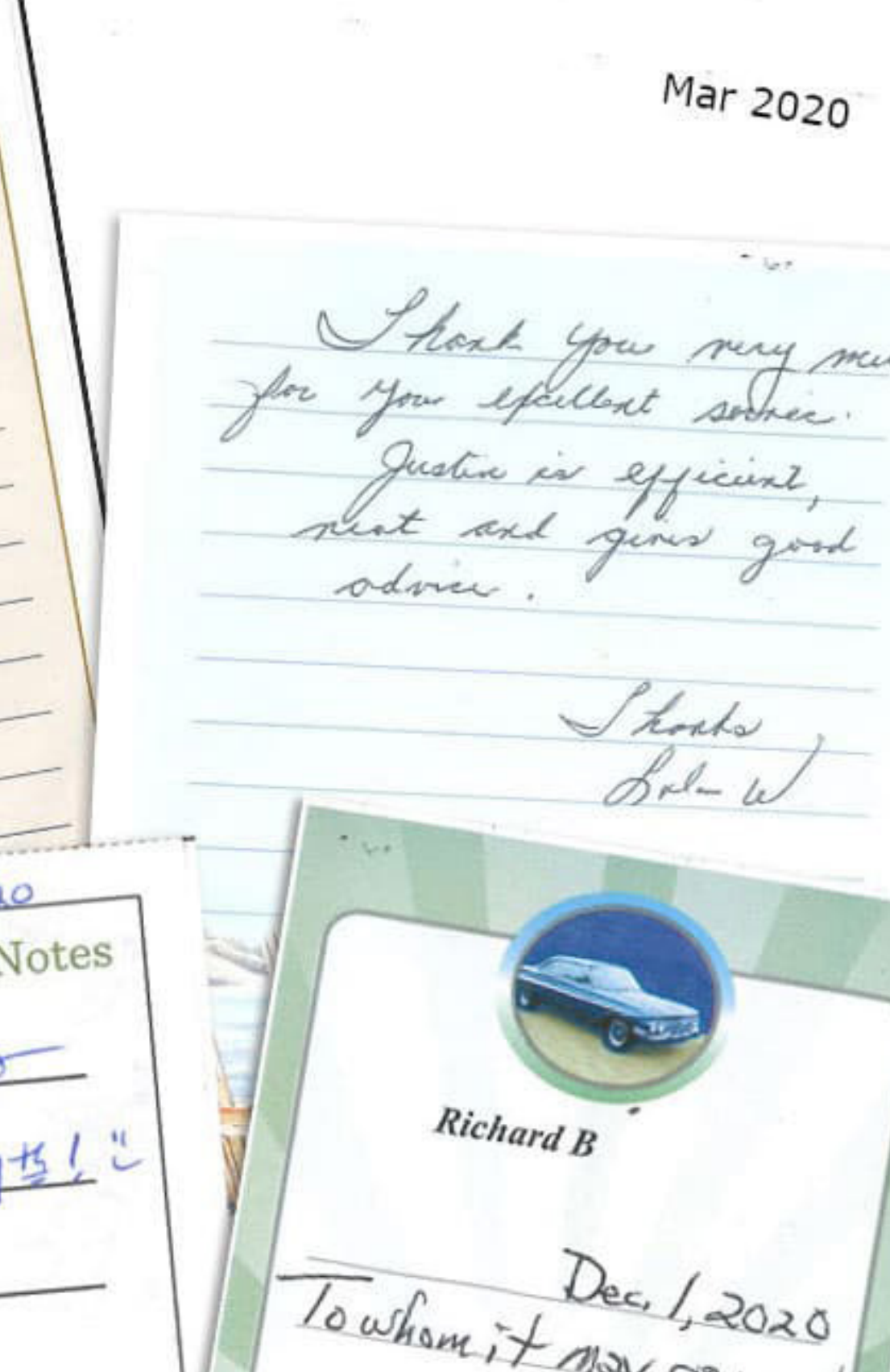


9-10-20

Notes

Thank you for coming to my rescue on August 27th! ☺

- Sincerely,
Carolyn



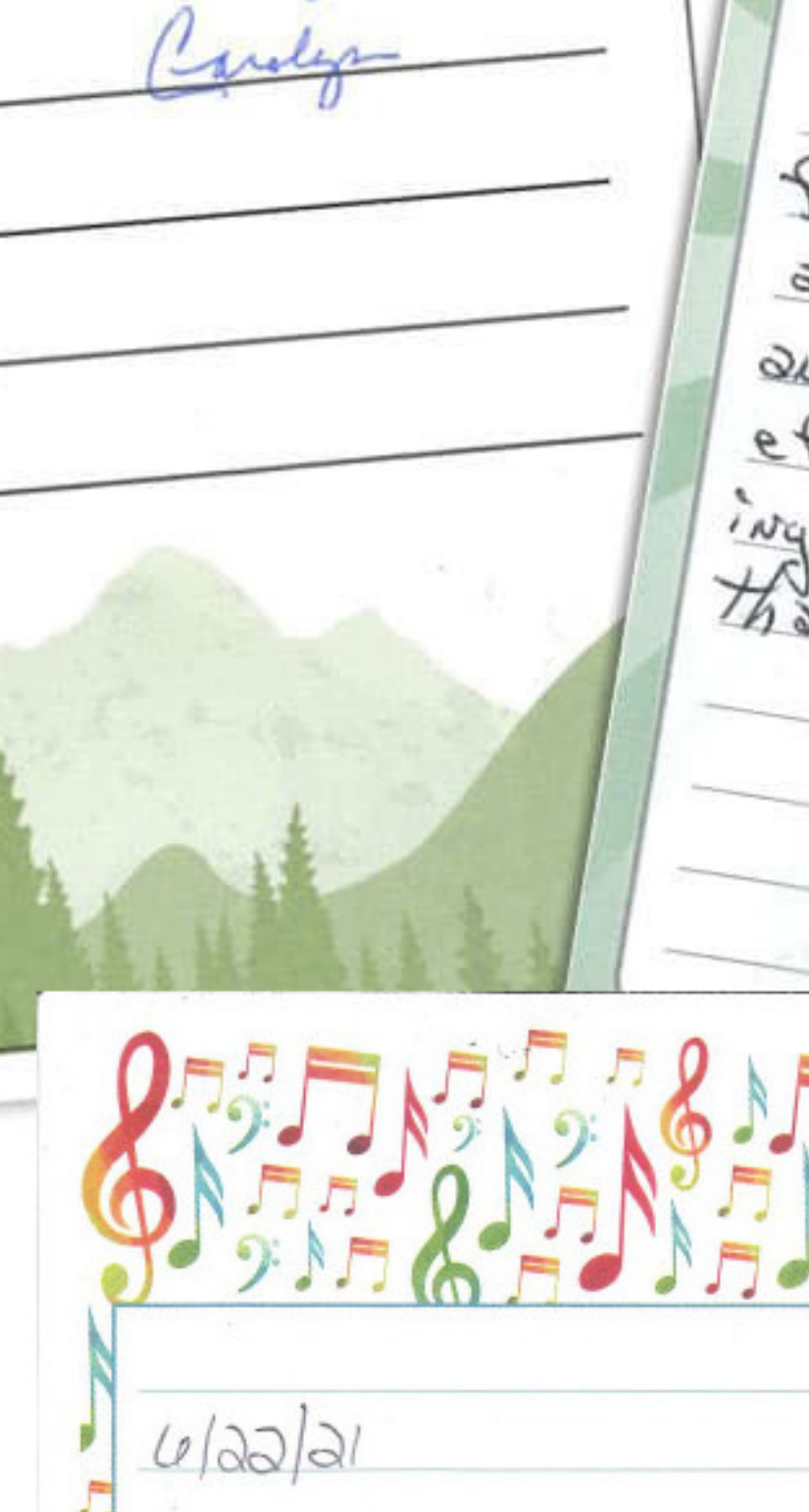
Richard B

Dec. 1, 2020

To whom it may concern!

I want to thank you for your quick serive and also for Shane and Crus for their effecient work install-ing the heater in less than 2 hrs.

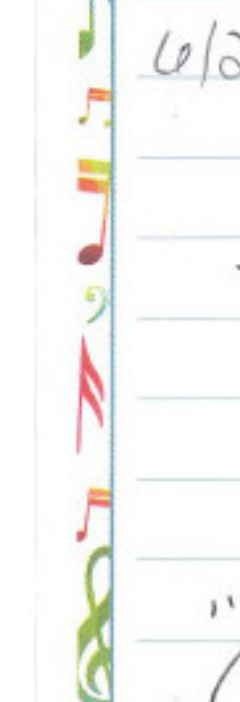
Sincerely,
Richard B



6/22/21

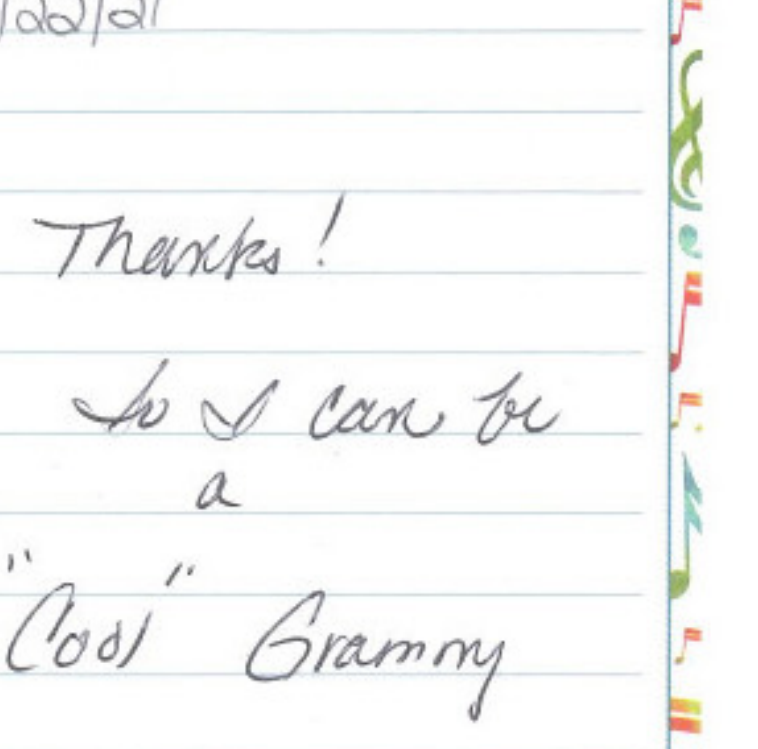
Thanks!

So I can be a "Cool" Grammy ☺



ANDREA H
Aug 2021

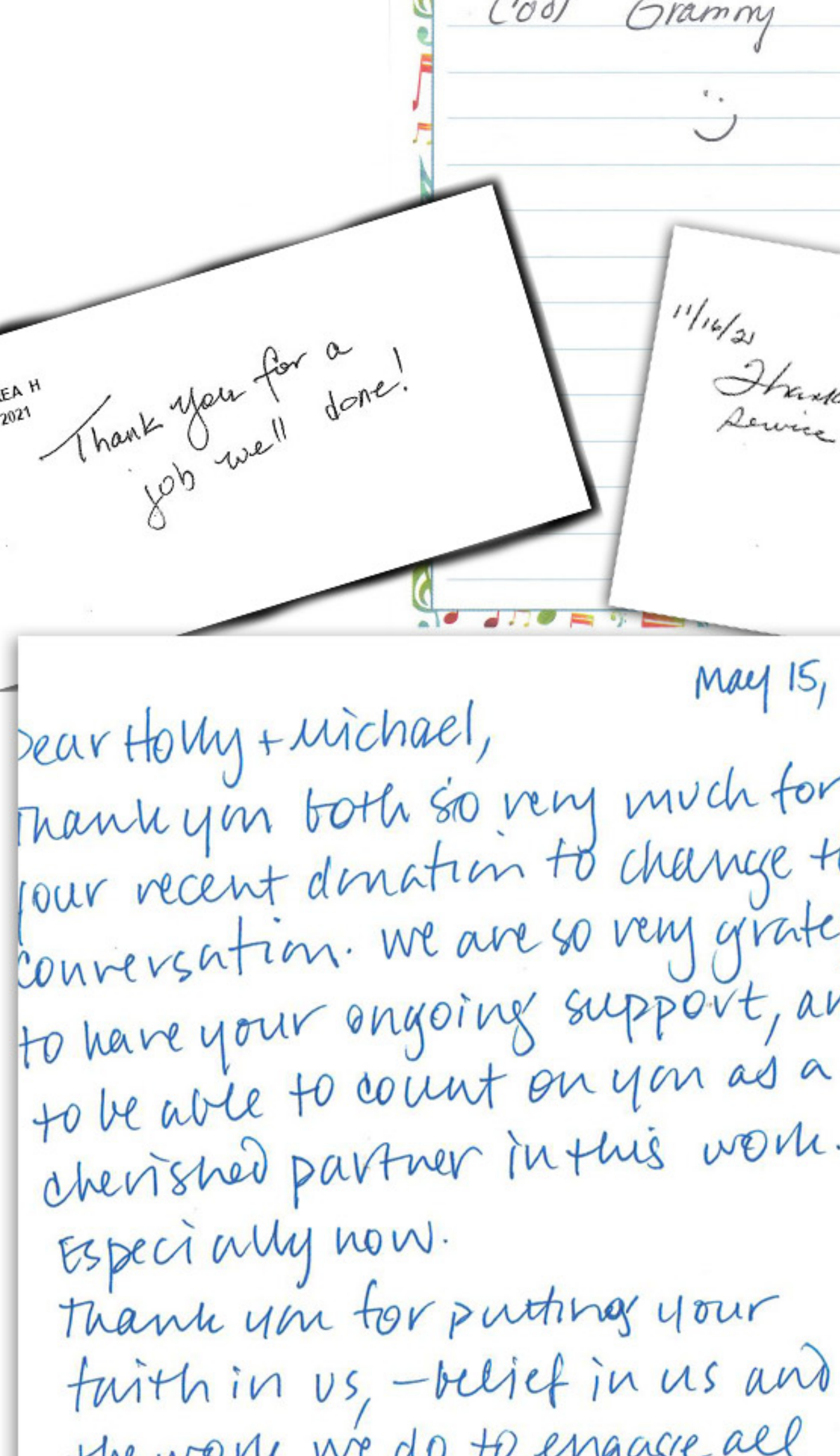
Thank you for a job well done!



11/16/21

Thanks so much for your service.. I appreciate your service [illegible]

Thanks Again



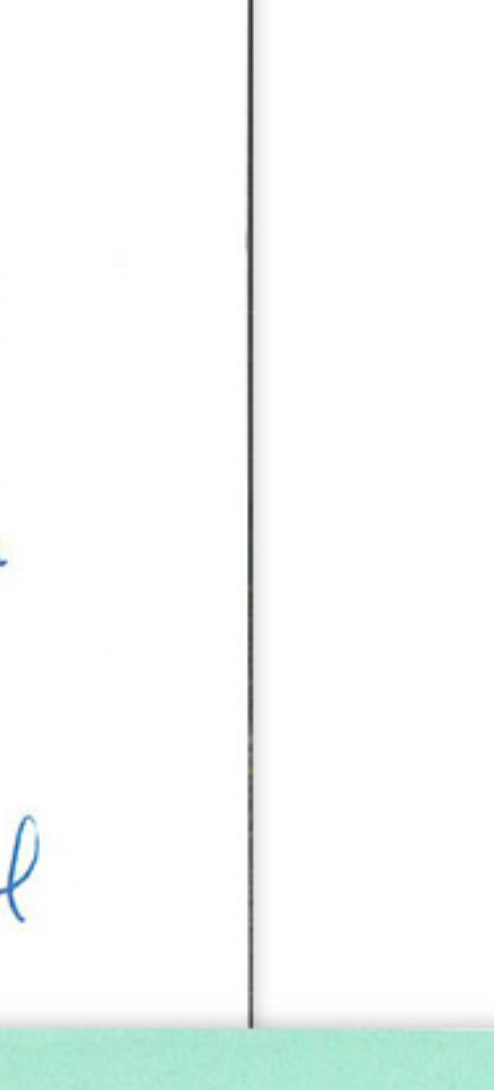
May 15, 2025

Dear Holly + Michael,

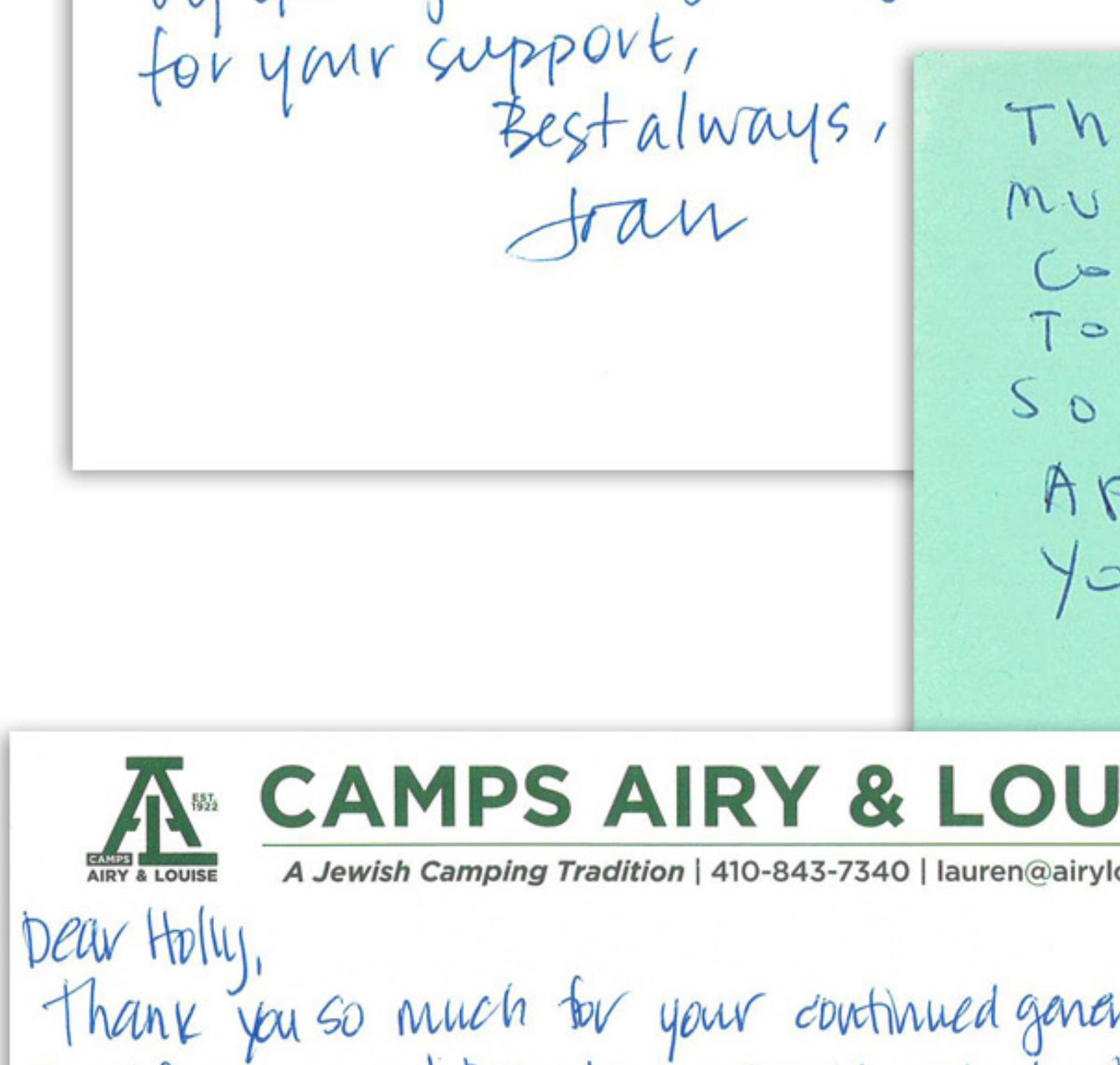
Thank you both so very much for your recent donation to change the conversation. We are so very grateful to have your ongoing support, and to be able to count on you as a cherished partner in this work. Especially now.

Thank you for putting your faith in us, -belief in us and the work we do to engage all communities in the prevention of and healing from child sexual abuse. We are humbled by your generousity. And grateful for your support,

Best always,
Joan



Thank you so much for coming out to our home so quickly. Appreciate your staff



CAMPS AIRY & LOUISE
A Jewish Camping Tradition | 410-843-7340 | lauren@airylouise.org

Dear Holly,

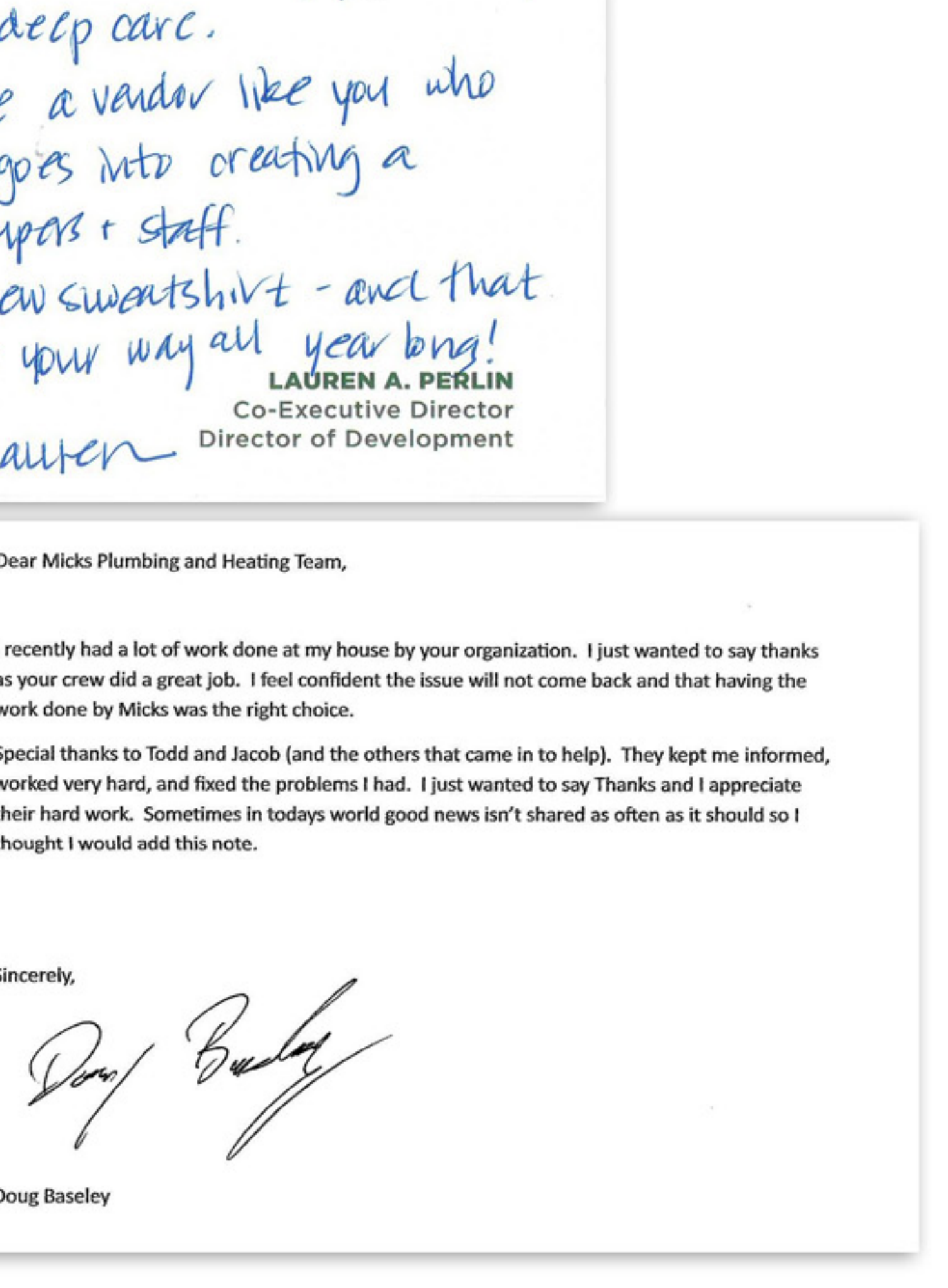
Thank you so much for your continued generosity + steadfast support! Every time we reach out, you show up - with kindness, commitment, + deep care.

We are so grateful to have a vendor like you who understands just how much goes into creating a magical summer for our campers + staff.

We hope you enjoy our new sweatshirt - and that it brings some camp spirit your way all year long!

Best, Lauren

LAUREN A. PERLIN
Co-Executive Director
Director of Development



Dear Micks Plumbing and Heating Team,

I recently had a lot of work done at my house by your organization. I just wanted to say thanks as your crew did a great job. I feel confident the issue will not come back and that having the work done by Micks was the right choice.

Special thanks to Todd and Jacob (and the others that came in to help). They kept me informed, worked very hard, and fixed the problems I had. I just wanted to say Thanks and I appreciate their hard work. Sometimes in todays world good news isn't shared as often as it should so I thought I would add this note.

Sincerely,

Doug Baseley