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To Whom it May Concern,

I am delighted to write this unsolicited letter of recommendation for Matt Weld, the owner and operator of Matt's Pool Pros, a pool service company in the Tampa Bay area of Florida.

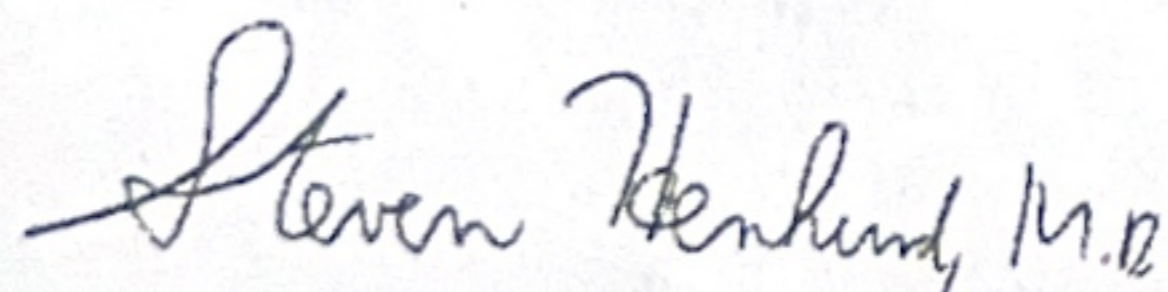
For a number of months, I was struggling with my pool – the chlorine levels were erratic, the water was intermittently turning cloudy, and pool chemistries were confusing. Bringing my water samples into two of the pool store chains only made matters worse – the “results” differed greatly between the stores and between samples. For example, based on *the same water sample*, one of these stores told me that stabilizer level was low (“30 PPM”) and that I needed to add 5.6 lbs of stabilizer, while the other store told me that the level was high-normal (“80 PPM”). As another example, based on that same sample, one of the stores told me that the alkalinity was low (“55 PPM”), and that I needed to add a chemical to deal with that, while the other store told me that the alkalinity was high -normal (“115 PPM”). Needless to say, these vastly differing results (for the same sample) do not exactly inspire confidence – especially since it seemed that the only consistent thing was the stores suggesting that I use more of/buy the chemicals that they just happen to be selling – a potential conflict of interest.

After months of frustration, I asked for recommendations on Nextdoor.com. I hit the jackpot when Matt, the owner of Matt's Pool Pros, contacted me. Matt was extremely responsive, and extremely knowledgeable. On his first visit (and every visit thereafter) he actually measured the pool chemistries – something which the “technicians” from other pool service companies which I had previously used, did rarely, if at all. Most important of all, he has solved the problems – the water is now crystal clear, the chlorine level is appropriate (and stable), and the pool is safe/comfortable to swim in.

One additional point is worth mentioning: Matt really understands his stuff. Given that I was a science major in college, I know a bit or two about chemistry (I was originally a chemistry major, before switching to physics). Remarkably, Matt actually understood my technical questions and was able to provide answers which made scientific sense. This is not something that any of my previous technicians were able to do (nor the sales reps at the pool stores). Matt has also undertaken professional education in the field and is a state Certified Pool Operator. Based on his knowledge, experience, and training, it is no surprise that Matt was able, within a few weeks, to bring my pool back into good shape.

In summary, I am delighted to give Matt my highest recommendation. Please feel free to reach out to me with any questions.

Sincerely,



Steven Henkind, M.D.