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Angie's list.

Angie's list®

Review Date: January 31, 2013

Member:

David Dicken
137 Clayfield Dr

Overall

A

GARNER, NC 27529

Categories:

Air Duct Cleaning
Energy Efficiency Auditing
Insulation

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

August 30, 2012

Hire Again:

Yes

Approximate Cost:

\$8,000.00

Description Of Work:

Increase attic efficiency

Member Comments:

This company did a fine job in increasing my R factor from 19 to 48. Sealed my vents to the living area, cleaned the duct work, sealed the AC unit in attic, streamlined the duct work in attic for greater efficiency and finally added a layer of composite material to shield the heat in and cold out in winter and vice versa in summer to decrease energy usage. Thorough crew, on time, contentious.

Share on Band of Neighbors:

No

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Review Date: January 25, 2013

Member:

Terry Risher
5602 Willett Road
Durham, NC 27705

Category:

Energy Efficiency Auditing

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

January 09, 2013

Hire Again:

Yes

Approximate Cost:

\$99.00

Home Build Year:

1991

Description Of Work:

Please note the amount spent was toward the redemption of a Big Deal offered to me and not the regular cost of an energy audit.

The service performed was to inspect the house inside from top to bottom to determine where there was loss of heating/cooling and to suggest possible remediation for more efficient conservation of energy. The service also included inspection for problems with mold.

Member Comments:

Overall, it went well. There was a two-month delay getting my appointment on the calendar, but it was over the busy Thanksgiving/Christmas/New Years holiday season. When the company connected with me, however, things moved very quickly. Within a week, the technician arrived to inspect the house: roof attic, side attics, windows, doors, ducts, vents -- all three floors of it. He was professional and pleasant, and he was pleased to have me accompany him throughout the job, giving me a running commentary and answering all my questions. He took photographs of problem areas and verified his findings with an infrared camera. Within 48 hours, the results of his inspection and his recommendations, complete with highlighted illustrations from the photos he made were emailed to me by the project manager in a neat little report. An itemized quote was also sent, pricing each problem area, and I was free to pick and choose any or none of the offered remediations. From the scheduler to the technician to the project manager, it was a very positive and worthwhile energy audit of the home.

Share on Band of Neighbors:

No

Company Response:

Member, Thank you for your review. Your home was challenging because of air movement, insulation and air ducts issues. I am glad that my inspector has such a keen eye and the two of you were able communicate so well. We are confident that our recommendations will make our home more comfortable, improve your indoor air quality and reduce your carbon foot print. Thanks again for the opportunity to be of service! Steve McLeod Owner

Overall

A

Price

A

Quality

A

Responsiveness

A

Punctuality

A

Professionalism

A

Review Date: January 15, 2013

Member:

Aysegul Gocmen
1709 Su John Rd
RALEIGH, NC 27607

Categories:

Air Duct Cleaning
Basement Waterproofing
Mold Testing & Remediation

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

January 02, 2013

Hire Again:

Yes

Approximate Cost:

\$3,000.00

Home Build Year:

1971

Description Of Work:

Ducts were cleaned. Crawlspace was sealed. Crawlspace wall that bordered living area was sealed.

Member Comments:

We were worried about mold as we had some leakage from upstairs showers. During the initial inspection, it was determined that the leaks were temporary (we had resealed drain gaskets), and there was no issue from the showers. However, the crawl space did show lots of evidence of mold. The suggested remedy for our air quality issues was to seal the crawlspace and especially seal up the wall that bordered the living space wall of the house (split level ranch). The intake ducts for the HVAC were completely unsealed and were drawing in air from the crawlspace. There was mold present all over this area. The estimate for was a solid day of work.

The crew was there early. Some focused on cleaning the ducts while others worked on sealing the crawlspace.

Everything was done exactly as planned.

My only complaint which I relayed with final payment was that at the end of the work it was dark outside. There were a few rags, etc left behind.

Share on Band of Neighbors:

No

Company Response:

Thank you for your review :)

I have viewed your close-out pictures and see some great before and after shots!

We are delighted that your happy with our services and sorry about those few rags.

I am glad to offer you a free carbon furnace filter your your efforts.

Thank you for the opportunity to be of service!!

Steve McLeod Owner

Overall	A
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	B

Review Date: January 15, 2013

Member:

Ray Karnes
218 Cobblestone Dr.
Chapel Hill, NC 27516

Overall

A

Categories:

Energy Efficiency Auditing
Insulation

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

November 26, 2012

Hire Again:

Yes

Approximate Cost:

\$6,600.00

Home Build Year:

1989

Description Of Work:

inspection & insulation

Member Comments:

Good. Apparently reduced energy usage at least 15%, maybe more.

Share on Band of Neighbors:

No

Company Response:

Member, Hi Thank you for your response.

With your project I also expect improved and quality and greater resale value.

Thank you for the opportunity to be of service !!!

Steve McLeod Owner.

Review Date: December 21, 2012

Member:

Sheryl Banks
5018 Flint Ridge Pl
Raleigh, NC 27609

Category:

Mold Testing & Remediation

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

December 26, 2011

Hire Again:

Yes

Approximate Cost:

\$150.00

Home Build Year:

1972

Description Of Work:

Provided thorough environmental assessment with lab results and photos of affected areas, as well as recommendations for remediation.

Member Comments:

Steve did not rush through the inspection, but took time to answer all my questions and explain all recommendations without being condescending. He was friendly, easygoing, and comfortable to converse with.

Share on Band of Neighbors:

No

Company Response:

HI.

Thank you for your review:)

Best of health and happiness to you.

Steve McLeod Owner

Overall

A

Price

A

Quality

A

Responsiveness

A

Punctuality

A

Professionalism

A

Review Date: December 16, 2012

Member:

William Weeks
4916 Boulder Creek Lane
Raleigh, NC 27613

Categories:

Air Duct Cleaning
Dryer Vent Cleaning
Heating & A/C
Home Inspection
Mold Testing & Remediation

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

December 05, 2012

Hire Again:

Yes

Approximate Cost:

\$10,000.00

Home Build Year:

1996

Description Of Work:

We had an extensive mold problem with my home. Mold was in a number of rooms, the duct work, and HVAC system. We had three groups look at this and quote the work.

Member Comments:

IES was the third group that we had out and they were head and shoulders above the others. They completed a very detailed inspection and walk through and produced detailed reports and quotes. It was very clear that they knew what they were talking about. The remediation work went very smooth. I was very impressed with all the work done by this group to clean up a pretty extensive mold problem. This entire group is professional, knowledgeable, customer focused and did fantastic work.

Share on Band of Neighbors:

No

Overall**A****Price****A****Quality****A****Responsiveness****A****Punctuality****A****Professionalism****A**

Review Date: November 20, 2012

Member:

Jane Albright
6636 Mafolie Court
Raleigh, NC 27613

Category:

Mold Testing & Remediation

Services Performed:

No

* More Weight is given to a review where work has been completed.

Work Completed Date:

October 03, 2012

Hire Again:

Yes

Approximate Cost:

\$99.00

Home Build Year:

1994

Description Of Work:

My daughter was convinced I had mold in my house. This visit confirmed we did NOT have mold. But this information I received about what could be done with my duct work and crawl space to improve energy efficiency was very helpful, and I probably will use this company again to make recommended improvements.

Member Comments:

They were prompt and professional. I will use them again.

Share on Band of Neighbors:

No

Overall**A****Price****A****Quality****A****Responsiveness****A****Punctuality****A****Professionalism****A**

Review Date: November 19, 2012

Member:

Martha Griffith
508 Weathergreen Dr
RALEIGH, NC 27615

Category:

Home Inspection

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

October 11, 2011

Hire Again:

Yes

Home Build Year:

1984

Description Of Work:

They did a followup inspection for me from their work done in May.

Member Comments:

They found nothing that needed to be addressed. They were very thorough in their inspection.

Share on Band of Neighbors:

No

Company Response:

Member,

Thank you for the kind words! I was our pleasure to see you again and looking forward to working with you again.

Steve McLeod

Owner - Indoor Environmental Systems Inc.

Overall**A****Price****A****Quality****A****Responsiveness****A****Punctuality****A****Professionalism****A**

Report Date: June 11, 2012

Company Name:

Indoor Environmental Systems Inc

Categories:

Air Duct Cleaning

Foundation Repair

Mold Testing & Remediation

Services Performed:

Yes

* More Weight is given to a report where work has been completed.

Work Completed Date:

May 15, 2012

Last Modified Date:

June 14, 2012

Hire Again:

Yes

Approximate Cost:

\$20,000.00

Description Of Work:

We used Indoor Environmental Systems for mold remediation. They cleaned out the mold from our crawl space. They then sealed the crawl space and cleaned and sealed our attic out. They installed a radiant barrier in our attic. They also did a whole house cleaning with HEPA vacuums running.

Member Comments:

I chose them because they had very high ratings on Angie's List. They did what they said they would do as far as we know. As a part of their service they are to come back once a year to make sure the seals are still in place and doing what they are supposed to be doing. They worked hard for an entire week.

Transcribed from a telephone interview

Overall	A
Price	N/A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Report Date: May 31, 2012

Company Name:

Indoor Environmental Systems Inc



Categories:

Energy Efficiency Auditing

Heating & A/C

Insulation

Mold Testing & Remediation

Services Performed:

Yes

* More Weight is given to a report where work has been completed.

Work Completed Date:

May 14, 2012

Hire Again:

Yes

Approximate Cost:

\$11,000.00

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Description Of Work:

INDOOR ENVIRONMENTAL SYSTEMS INCORPORATED, 924 W. Chatham St., Cary, NC., 27511, 919 – 234 – 98021. Our crawlspace was so damp and humid that it resembles a tropical rain forest. After 2 years of research and trying to be our own general contractor we found IES. IES organized all parts of the project and accomplished the work in 3 days 2. completely professional in all aspects.3. Knowledgeable of all aspects of work to be done4. First interview, they were able to outline and describe what was needed.5. Complete mold remediation and treatment for long-term effectiveness on the wood substructure of the house. This is significant for the prevention of termite infestation.6. Replaced all old ductwork and redesigned to accommodate the addition of a mini split heat pump.7. Completely insulated and enclosed crawlspace. Our crawlspace has been damper than the outdoor environment.8. Installed a dehumidifier to assist controlling the extreme humidity9. Had all extra electrical outlets installed for 2 sump pumps, 2 heat pumps, one dehumidifier.10. Had HVAC company to install mini split heat pump w/seperate ductwork. 11. Answered every question I ever had before starting the multi-faceted project, during and after the project is finished.12. Very accommodating – quick, clean, polite, informative, patient technicians and management. 13. Technicians were always working, clean, polite and helpful if I had a question.14. Because of the thorough encapsulation of the crawlspace. They also installed FFAVS for fresh air ventilation and filtration.15. all was completed in three days.

Member Comments:

i believe i covered everything in the previous section. i couldn't be more satisfied. the cost was competitive as well. very pleased.they are ecologically, enviromentally "green".

Report Date: January 27, 2012

Company Name:

Indoor Environmental Systems Inc

Categories:

Basement Waterproofing

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Services Performed:

Yes

* More Weight is given to a report where work has been completed.

Work Completed Date:

July 01, 2011

Hire Again:

Yes

Home Build Year:

1987

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Description Of Work:

I previously had a problem, and they provided an assessment. They told me what needed to be done and recommended other things to save me money in the long run. They went over some alternatives, too. I thought what they proposed was a good idea. They cleaned up all of that might've been growing in the basement, and sealed my attic.

Member Comments:

They were fabulous to work with! I don't think I've ever worked with a better company. It was an expensive job, but worth every penny. The gentleman and his wife that run the company are just exceptional people. They made sure I'd receive great service and were interested in doing a quality job. They provided me with a lot of information and answered all of my questions, explaining everything to me thorough. I felt very comfortable with all of the information that they had provided, since I did do some of my own research. I visited with another gentleman who had a walk-in basement done by them, and he raved about them too! Their crew that completed the work was wonderful as well. Since they've done the work, my utility bills have decreased. I know that I'm breathing clean, quality air. I've recommended them to my friends, and would recommend them to anyone.

Company Response:

Member,

Thank you for the wonderful review! We pride ourselves on educating our customers with all the options that are available to them. You were a pleasure to work with and we look forward to assisting you with any additional needs you may have.

Steve McLeod and the entire I.E.S. team!!

Member:

Jonathan Doose
 5532 Glencreed Ct
 Raleigh, NC 27612

Category:

Mold Testing & Remediation

Services Performed:

Yes

* More Weight is given to a report where work has been completed.

Work Completed Date:

November 14, 2011

Hire Again:

Yes

Approximate Cost:

\$650.00

Home Build Year:

1991

Description Of Work:

I hired Steve McLeod of Indoor Environmental Systems, Inc. for an indoor air quality survey and thorough surface & airborne mold-spore testing at a rental my family and I were occupying.

Member Comments:

We had just recently moved to North Raleigh from Southern California the month prior and rented a home, sight-unseen. My two year old was sick within a few days, my five year old daughter after a few days thereafter and after about a week my wife and I came down with acute sinusitis and bronchitis. It was really, really bad. I found mold growing under a couple of the air vents and reported it to the property manager. A few days later, the property manager sent out a "certified" mold technician (Keith from IAB Health Productions) who came out and did a visual inspection of the dwelling and air sampling, but found nothing. The property manager informed us that there was nothing wrong with the rental and we would not be released from our 12-month lease agreement.

I needed a competent professional to get to the bottom of what was hurting my family, so I selected Indoor Environment Systems, Inc. from Angie's list. Steve did not disappoint. He went through all of the interior spaces of the home (including the attic, crawlspace, and HVAC ducting) he documented everything he found with digital photographs, tape lift samples and air samples. He had the lab results complete within a day or so and sent a detailed pdf report to me via email. When confronted with Steve's authoritative and detailed report, the property manager "decided" to release us from our lease agreement.

Steve - who is also the owner - was very personable and took time to explain the factors affecting the indoor air quality of a home so I would know what to look for in the future. Steve is someone who clearly knows his trade and the quality of his work reflects that he cares deeply about what he does. Not surprisingly, he guarantee's all his work. His indoor air quality report was thorough and authoritative; far superior to what was produced by the property manager's chosen company (IAB Health Productions). I

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

highly recommend Steve and his company and although I compensated Steve fairly for his services, I feel that I owe him a debt because his attention to detail saved me and my family from a potentially dangerous situation.

Report Date: September 02.2011

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Catalina Arocena
3711 DAIRYLAND RD
HILLSBOROUGH, NC 27278

Categories:

Air Duct Cleaning
Basement Waterproofing
Energy Efficiency Auditing
Insulation
Mold Testing & Remediation

Work Done:

Yes

* More Weight is given to a report where work has been completed.

Work Completed Date:

June 22, 2011

Hire Again:

Yes

Approximate Cost:

\$20,000.00

Description Of Work:

Total crawlspace remediation and attic seal to create an energy-efficient home.

Member Comments:

We purchased a large home with a disastrous crawlspace: moldy, wet, falling insulation, rodents, etc. Scott Jansen of Indoor Environmental Systems did a very thorough on site assessment and gave us an estimate for a total makeover. He was very specific about the scope of the work and discussed in detail the benefits of crawl space vapor sealing and attic sealing. We had not planned on investing so much money in what was originally going to be a cleanup of the crawlspace, but after doing our research we were convinced that the energy efficiency we would gain would be tremendous. They did a meticulous job on the 3000 square foot crawl space, spending many 100 degree days underneath the house. We uncovered some foundation issues and they came back later to help clean up after the repairs at no charge. They discovered critical problems in the air system flex ducts which we also subsequently had repaired. The work was very professional.

Great team, careful work, excellent follow-up by Scott throughout.

Despite the large cash outlay for this major work on our home, we are convinced we will save money in the long run on the vastly improved energy efficiency. The air in the home is now as clean as can be.

We highly recommend their services!

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Report Date: February 24, 2011

Member::

Stan Chojnacki

9404 Laurel Springs Drive

CHAPEL HILL NC 27516

Categories:

Air Duct Cleaning

Basement Waterproofing

Energy Efficiency Auditing

Home Inspection

Insulation

Mold Testing & Remediation

Radon Detection & Reduction

Work Done:

Yes

* More Weight is given to a report where work has been completed.

Work Completed Date:

February 22, 2011

Hire Again:

Yes

Approximate Cost:

\$11,980.00

Home Build Year:

1990

Description Of Work:

1. Cleaned and sealed crawl space. Removed mold from wood and sealed it. Insulated perimeter walls with expanding foam and foil-foam-foil insulation. Laid a moisture barrier on crawl-space floor. Sealed duct joints with expanding foam. Insulated crawl-space door and attached secure latches. Sealed crawl-space external vents and installed a furnace filter.
2. Reamed and cleaned downstairs air ducts from furnace to registers, and cleaned cold air return. Applied mold inhibitor to the ductliners.
3. Installed radiant barrier on attic floor and knee walls, adding insulation above finished bedroom over garage. Put an insulating flip cover over attic access ladder. Installed insulating lamp covers over recessed-lighting cans.

Member Comments:

From beginning to end the experience was positive. Scott's estimate was in the middle of the estimate pack, and the way he presented the prospective work was clear and convincing. He also was available for telephoned questions before we finally chose IES. An additional reason for our choice was the distinctiveness of Scott's proposals, appropriate materials and installation procedures for the different parts of the job. Scott also worked with us on a price we could afford.

Within one week of our accepting the estimate, Miguel and his crew showed up on the appointed day. They worked steadily and efficiently, finishing the entire job in less than two full days. Miguel then went over all the different steps, explaining how each was done. The day after the work

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Overall **A**

Price **A**

Quality **A**

Responsiveness **A**

Punctuality **A**

Professionalism **A**

was done I asked Scott to inspect it with me; even though this was not usual procedure he came right over and we looked at all the work, again with his full explanation.
I'm glad I don't have reseal the crawl space or insulate the attic again, but if I did I would choose IES.

Report Date: December 27, 2010

Member::

David B Lakey

1617 Stonehurst Rd.

Raleigh NC 27607

Categories:

Foundation Repair

Insulation

Work Done:

Yes

* More Weight is given to a report where work has been completed.

Work Completed Date:

November 17, 2010

Last Modified Date:

December 30, 2010

Hire Again:

Yes

Approximate Cost:

\$6,000.00

Home Build Year:

1970

Description Of Work:

I used Indoor Environmental Systems to seal our crawlspace.

Member Comments:

The quality of the job was superb and we couldn't have asked for anything better. We had a person out to do work on our furnace and they said it was the best crawlspace-sealing job they had ever seen. They were not the cheapest but it wasn't terrible.

Transcribed from a telephone interview

Overall **A**

Price **B**

Quality **A**

Responsiveness **A**

Punctuality **A**

Professionalism **A**

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Report Date: December 07, 2010

Member::

Sharon Molvie

4117 huckleberry Drive

RALEIGH NC 27612

Categories:

Air Duct Cleaning

Insulation

Mold Testing & Remediation

Work Done:

Yes

* More Weight is given to a report where work has been completed.

Work Completed Date:

November 12, 2010

Hire Again:

Yes

Approximate Cost:

\$5,100.00

Home Build Year:

1965

Description Of Work:

This project included an initial, thorough inspection by Green Building Inspector, Scott Jansen. He explained all of our options after his assessment of the property. We opted for cleaning all the air ducts including supplies, returns, supply registers, return grills, and the coil. The main trunk was brushed and vacuumed. Mold remediation of the duct liner including a painting of the metal ducts with an anti-microbial coating was included. Throughout this process, a HEPA air scrubber was operational, cleaning the air. The 2nd phase of the project was creating a closed conditioned crawl space. (Air sealed, clean, dry, energy efficient, mold and insect free.) This included air sealing the perimeter walls with expanding foam, covering the ground and walls with radiant barrier insulation and ventilating the crawl space and living area with a fresh air ventilation system. Again, the HEPA scrubber was used during this phase. All existing insulation was removed from the crawl space as well as the ground moisture barrier. Mold was removed from flooring; ducts, plumbing lines and hanging wires were secured. CleanSeal was applied to wood surfaces. 150mil thick moisture, radon and insulating radiant barrier ground cover was installed. The perimeter wall was sealed and insulated with fire resistant expanding insulation foam. Foil/foam/foil insulation was installed on perimeter walls and a crawl space supply vent with backflow damper was installed, also. The 3rd phase of the project involved some energy-saving measures. Radiant barrier insulation was wrapped around the water heater and an attic ladder radiant barrier cover was put in place.

Member Comments:

Employing Indoor Environmental Systems, Inc. for this multi-faceted

Overall	A
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

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project was an excellent decision! From the initial contract through the entire process, customer service was of paramount importance to them. Scott Jansen's initial contact with us set the stage for what would turn out to be a far better than expected experience. He was able to identify issues and convey solutions to us. By incorporating photography, he was able to help illuminate the issues at hand. His prompt turnaround of a quote, ease of contacting him, and willingness to work with our schedule were appreciated. Without having access to outside from the crawl space, Miguel's work crew made the best of the situation. The crew of 5 demonstrated teamwork at its best! The floors were covered and the jobsite was kept clean at all times. When the job was done, the floors were vacuumed. Before leaving, the workers pitched in and moved our furniture back in place. An issue with equipment required work on another afternoon. Christina Thomas scheduled that work as soon as the part was available for the foam spraying machine. Throughout the process, she scheduled work to best accommodate us. The final paperwork, including documentation for energy credits and photographs were forwarded to us by her. From start to finish, it was a joy to work with Indoor Environmental Systems, Inc.! I would highly recommend this company!

Report Date: November 14, 2010

Member::

Brad & Vicki Stover
4323 Thetford Road
DURHAM NC 27707

Categories:

Air Duct Cleaning
Basement Waterproofing
Home Inspection
Insulation
Mold Testing & Remediation

Work Done:

Yes

* More Weight is given to a report where work has been completed.

Work Completed Date:

September 21, 2010

Hire Again:

Yes

Approximate Cost:

\$12,000.00

Description Of Work:

Installed a radiant barrier in the attic and upstairs crawl space. Installed insulation barrier in crawl space under house to seal the space and protect against moisture, bugs, mold, etc. Also cleaned all air ducts and installed new heater and a/c filters.

Member Comments:

From initial contact to completion this firm was very prompt, courteous, and professional. They provided references and arranged a visit to a previous customer prior to us contracting with them. Their work was completed on time and the work team who installed the product was courteous, efficient, and very respectful of our home and property to assure nothing was damaged. They have followed up to see that we are satisfied. We would recommend IES to anyone who desires to add this level of efficiency to their home.

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Overall **A**

Price **A**

Quality **A**

Responsiveness **A**

Punctuality **A**

Professionalism **A**

Report Date: October 12, 2010

Member::

Joe Vulgan

308 Highlands Bluffs Dr

Cary NC 27518

Categories:

Air Duct Cleaning

Heating & A/C

Insulation

Mold Testing & Remediation

Work Done:

Yes

* More Weight is given to a report where work has been completed.

Work Completed Date:

September 24, 2010

Hire Again:

Yes

Approximate Cost:

\$7,000.00

Home Build Year:

1993

Description Of Work:

This company did a complete crawl space remediation and duct cleaning service on our house.

The experience with this company was outstanding from the first visit by their salesman to the final visit by their work crew. The job started on time and was completed on schedule and there were no additional costs beyond their original proposal.

This is the first company I found to be completely competent and well managed. It was an informative and great experience. The salesman, the company's owners and even the work crew all had great patience in explaining the processes they performed and to answer all questions. They also did follow up during the work and even after the job was completed.

Member Comments:

The project involved the cleaning and removal all the mold and fungus located on all the wood structure under our house. Once the wood was clean, they sprayed a plastic coating on all the wood to seal it from moisture and possible reestablishment of mold.

They completely foamed the wood area above the block wall foundation around the whole perimeter of the house. The ground and walls were then lined with a 1/4th inch thick Mylar foam Radiant Shield material. The crawl space vents and all foundation penetrations were also sealed with foam. Next they installed a sophisticated air filtering system to draw outside air into our HVAC unit, eliminating bringing in crawl space air into our house. Finally, they modified our HVAC system to deliver filtered and conditioned air to our crawl space.

Overall **A**

Price **A**

Quality **A**

Responsiveness **A**

Punctuality **A**

Professionalism **A**

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One last comment. When has a contractor done some work for you and then cleaned up after themselves? Gosh, these guys not only raked, cleaned and leveled the crawl space ground before installing the radiant shield; they also picked up all debris in our yard where they staged their equipment. They even vacuumed the carpets inside our entire house!

We now have a clean, dry, insect and mold free crawl space. Fortunately, about a third of our crawl space is high enough to walk around and it is now suitable for safe and clean storage of our personal property. And, we can now breathe easy in our house knowing that our air is free of mold, fungus, pollen and other contaminants.

This company is the best! What a great job, we couldn't be happier!

Report Date: June 22, 2009

Member::

LARRY BACK

219 CARILLON DR

PITTSBORO NC 27312

Category:

Basement Waterproofing

Work Done:

Yes

* More Weight is given to a report where work has been completed.

Work Completed Date:

June 19, 2009

Hire Again:

Yes

Approximate Cost:

\$5,000.00

Home Build Year:

2007

Description Of Work:

Seal crawl space, including removal of moisture, sealing all penetrations.

Member Comments:

I sought three proposals for this service and IES's price was competitive. Their approach to this project, however, really stood out. Compared to others, they seemed exceedingly thorough and knowledgeable, and that turned out to be the case. Their work was completely professional and their superior expertise clearly reflected in the finished product. Pride in their work was evident throughout the project. My formerly sorry crawl space looks like a clean room. They far exceeded my expectations and I feel they delivered great value. Although this may seem trivial, I must say it is symbolic of their work that a five-man crew working two full days left not a trace of litter, cigarette butts, or anything else for me to clean up.

Overall **A**

Price **A**

Quality **A**

Responsiveness **A**

Punctuality **A**

Professionalism **A**

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