



DELAWARE HEALTH AND SOCIAL SERVICES
Office of the Secretary

July 26, 2011

Mr. Bob Willin
Top Notch Heating/Air conditioning
33806 Dreamweaver Lane
Lewes, DE 19958

Dear Mr. Willin,

I want to extend my personal gratitude to you and your staff for the assistance you offered when a 79 year old gentleman in Ocean View, DE, said that his AC was not working and it was very hot in his house, but did not have the money to have it fixed.

You and your staff and including (Dana Wilkinson) were particularly impressive, going above and beyond in assisting this elderly gentleman and Adult Protective Services. There are very few business's who would consider providing any service, forth knowing that the customer has no money to pay. Please inform your staff that the sum of their contributions resulted in a major success, that they should all be proud of taking part in.

You were able make something positive out of a negative event, allowing the 79 year old gentleman to have dignity, comfort and respect.

It is especially rewarding to have part of the business community support and a willingness to be proactive in our endeavor to protect our most vulnerable adults. You have set a powerful example and a new standard for social responsibility in your community.

I want to thank you for handling this matter so quickly and professionally. Your business name, Top Notch certainly is a fitting name for your outstanding reputation.

Pamela A. Williams
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