

Hansen

632-7834

To whom it may concern,

On numerous occasions I was called over to 47 Hanover St. in Portland to work on the boiler by Nancy Minot the home owner. Some times for maintains and others for emergency service. The tenant Heather was always very put out and rude by me being there. The emergency calls seemed to always be the tenants fault, she either ran out of oil or was tinkering with the burner herself. There were tools on the floor near the boiler and the cover had been off. When I had asked about Issues she was having with the hot water she would become rude and would tell me how bothersome I was, and that I throw off some bad vibes. She went as far as to tell me her dog likes everyone except me. Other times she would be sitting at her desk and wouldn't answer the door even though I could see her through the window. Then I would have to call Nancy to have Heather let me in. The last time I was there Heather told me I upset her dog whenever I 'm there, and her dog can always sense bad people. I fixed the problem, I called Nancy said there would be no charge for the service, and she would have to find someone else to work on the boiler.

Rob Hansen
Hansen Heating

I have a dog, I love dogs, and I was the one who was offended