

June 1, 2021

To Whom it May Concern:

Re: Recent experiences with Ms. Susan Hartman and ER Assist

Ms. Susan Hartman and the company ER Assist/Disaster Funding Contractors have been an extraordinary resource of helpful information for our small city of University Heights in the state of Iowa — population 1,100. We hired Susan Hartman to assist with the City's recovery after the damaging derecho storm of August 10, 2020.

Our city employees are part time except for our police department. It would have been very difficult to get through the numerous forms, meeting document requests required by FEMA, without hiring Susan Hartman with ER Assist. Ms. Hartman was able to bridge the gaps between the two processes, state and federal programs, with such ease of understanding and efficiency. She was instrumental in helping us to meet mandatory state deadlines, acquiring specific programs' forms and documentations.

One of the most impressive assets for us was Susan Hartman's availability for access. Whether through telephone or email, there was always a prompt courteous response from her. Her knowledge, skills, and professionalism, in the City's opinion, makes her the kind of person that anyone would truly value as a working partner.

Thank you for the opportunity to share a few of our professional experiences concerning this wonderful company.

Feel free to contact me if you have specific questions.

Sincerely,



Louise From, Mayor
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