

May 11, 2018

To any potential client of Heroes Delivery & Moving:

My wife and I have worked with Brook and Heroes Delivery & Moving for two very different moves. In the Fall of 2014, Brook and his talented and professional crew helped our family relocate within the Houston area. The move began well before they 'showed up', having dropped off packing materials and supplies, and offering to provide workers to help pack up the detailed kitchen area. The morning of the move, his team showed up on time, were pleasant and professional, and had us packed, moved, and ready to start unpacking boxes by 1 pm – all with a 3,500+ house home!

As fate would have it, I accepted a dream job 4 months later in Austin, TX, and we once again called up Heroes to help us with our move from Kingwood to Austin. This move was more comprehensive, with a two-day, overnight move planned into a home located on a very steep and hilly part of Austin. Once again, his crew showed up cheerful, professional, and had us moved in quick order.

I believe there a number of moving companies that could move someone from point A to point B. The difference as I see it with Heroes is a few-fold:

- Brook has put together a cohesive and well-oiled 'machine'. The entire team operates as a single unit, each knowing exactly what they need to do, and what the other team members are doing. I never witnessed a single moment of rest or lagging on anyone's part, and in fact observed many instances of one crew member jumping in and helping others out without a request spoken.
- When I referenced and diligenced Heroes, I became aware that his employees have all been with the company for many years. In what I perceive as a competitive industry, I was very impressed with his employee's loyalty to the company, and witnessed first-hand why they remain loyal to Heroes' management based on how they were treated.
- The delivery team spent considerable time wrapping, re-wrapping, positioning and delicately moving our home possessions. My wife is very particular and notices every scratch, dent, or blemish on any of our items, and I can honestly say there wasn't a single thing even slightly damaged in either of our moves. They really did take the time on the front end to ensure each and every box or piece of furniture was appropriately packaged and prepared for the move.

I would not hesitate to contact Heroes again if we were to move, or to recommend them to someone else. In fact, I've already referred him to at least one other close friend.

Please do not hesitate to contact me with any questions or if you'd like to discuss my experience with Heroes in further detail. I can be reached at 512.431.4955 or kristopher.simpson@gmail.com.

All the best,

Kris A. Simpson