



YMCA of Moore County

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We build strong kids, strong families, strong communities

December 3, 2009

To: Pat Hancock
Hancock Pool Services

From: Jim Haugen
CEO, YMCA of Moore County

On behalf of our YMCA Board of Directors, myself, and those we serve, I would like to thank Pat Hancock for the tremendous job he did renovating our pool. I have know Pat for over 20 years and have always know him to dedicated to working with the YMCA of Greater Houston to inspect, repair and insure that YMCA pools were in compliance with regulations. His quality of work was always as expected and his prices reasonable. I did not use low or cheap because Pat will not cut the quality of work to cheapen his price. Pat has also been a generous financial supporter of the YMCA's Partners of Youth Campaign for as long as I have known him.

As the CEO of a small YMCA in the Texas Panhandle, I was concerned about using someone local to do our swimming pool remodel. In fact a local company had bid on the job and lied about how many pools he had remodeled and built when the number was zero. Pat had volunteered to help with the process of finding someone through checking the bids and contract items. As it turned out the grant resources and funding process took longer than expected and Pat offered to come up and do the work. His portion of our remodeling bid was for \$97,200 and included a complete re-plastering of our pool, adding pool steps and bringing the pool and whirlpools up to Virginia Graham Baker standards. The work was done ahead of schedule and turned out better than we could have expected. When the final bill arrived it was for \$92,200 and was a \$5,000 savings for our YMCA. Hancock Pools had surpassed our expectations and we were very grateful for the \$5,000 difference which allowed more improvements to be made. Pat Hancock runs his business with the same Christian principles that he lives and I would highly recommend him for any work involving pools. I can be reached for additional information at (806) 935-4136.

Have a blessed day,

Jim Haugen
CEO – YMCA of Moore County

