

Ed & Heather McMichael

37 Underwood Drive, Brooklin, Ontario, L1M 1H7

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To whom it may concern,

When we decided we needed to finish our basement we had no idea who to call. We searched the internet and contacted a few companies who either did not return our call or took too long to respond. We decided to look in the Yellow Pages and found a few contractors with websites that were no longer active. Then we found Rick's site. I called and he answered the phone, personally. I was immediately impressed by his professionalism and honesty. I asked for a quote and he was able to come to discuss our options with us within a few days. He recommended "time and materials" over a set quote to help us keep our costs to a minimum. We were a bit reluctant, not ever having dealt with him before, but we decided to give it a try. We could not be more pleased with the results both physically and financially!

Even by the end of the first day we knew that Rick was a work-a-holic and was not taking advantage of our paying by the day. He was always on time, rarely (if ever!) took lunch, and even worked a little longer in the afternoon/evening if it meant he could wrap up a step in the renovation. Each evening was like Christmas as we went downstairs to see the progress. It was amazing how much he was able to do each day and his work was faultless, he did not miss any detail. He was exceedingly patient as we honed our plans (changing them mid-way on him a couple of times!) and never made any judgement calls – he always consulted us for even the most minor decision. It was such a pleasure not to have any surprises! Indeed, he was always friendly and cordial and we (especially our son (3 years old)) missed him when the job was complete.

His work, which included installing a bathroom with a shower, without a rough-in to start with, was finished within the time-frame he quoted us and also within the "ballpark" estimate he gave us even with us adding heated ceramic and an upgraded shower stall to our bathroom.

We could not recommend Rick more highly. If we ever need any other renovations or upgrades we would not even consider calling anyone else!

Thanks, Rick, for doing such a fabulous job!

Yours sincerely,

*Ed McMichael
(and Heather and Cameron :))*

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