

May 2010

Dear Rick,

I suspect that this is likely to be the only testimonial letter you will have in your collection that has been written by someone for whom you have done any work.

I have spent more than a year looking for a contractor willing to take on extensive renovations to my condo. More than once someone would make an appointment to view and quote – then never show up, never call, or return calls. More than once someone would come, quote, then put doing the work off, and off, and off again. Much to my surprise I discovered that even a signed contract carried no guarantee of performance.

Those lacking in both courtesy and professionalism ran the gamut from small independent contractors to large, well known companies. I gave up.

Then, a backed up drain which resulted in a flooded kitchen and a ruined laminate floating floor got me back on the phone again to find help for my 'disaster dilemma', as well as the other work I originally wanted done. The search was on once more. Sigh.

Unfortunately, I wasn't having much better luck this time around. When I found your website its content reassured me. Quite frankly I thought I'd died and gone to heaven - especially when you returned my call the same day I left a message.

My heart sank when you told me how booked up you were, but I very much appreciated your sharing the names and contact information for both a laminate installer and a reliable plumber. I was completely floored when you called a second time to make sure that you had indeed looked after my call!

Bill, the laminate installer also returned my call the same day I left a message. What's more, he made an appointment for the following day – AND – turned up when he said he would! As a result of our meeting and his obvious knowledge and competence, I have confidence that my kitchen will be put to rights before too long.

Obviously I cannot attest to the quality of your workmanship. But, if it matches your courtesy, professionalism, straightforwardness, and willingness to spend a few minutes to be helpful to a distressed stranger, I have to believe those folks who are lucky enough to engage your services will be more than pleased.

I only wish one of those bookings was me.

Sincerely,

Liz
Whitby