

July 2010

Dear Rick,

Mike and I both agreed I would be the one to write this letter because I was sceptical of your abilities, and let's just say, less than impressed with Mike when he hired you on the spot. After hearing all the horror stories about contractors, I thought we needed to obtain a second quote, to check references, etc. Mike, however, said he had a good feeling about you. When he proceeded to tell me of your timeline and quote, I thought for sure we would be yet another couple to fall victim to an unscrupulous contractor. However, much to my surprise and delight, I was wrong and he was right!

Being a person who prides herself on punctuality, I greatly appreciated your professionalism and promptness in returning our phone calls and e-mails.

One of your best attributes is your work ethic. We were impressed that you were at our home early each morning, and that you worked steadily until the dinner hour. I was especially delighted when I ventured into the basement after day three and found that it was completely framed and ready for the insulation. I also appreciated you taking the time to lay down drop cloths and clean up after a day's work. It was nice to come home and not have to clean up dust and nails!

Although Mike and I are not very educated in renovation terms, we did appreciate how when unforeseen issues arose that you took the time to explain what the problem was, and recommend how to fix it before actually starting the work.

Lastly, you stuck to the timeline, and actually finished a week ahead of schedule. On top of all that, you came in substantially under the original quote.

Mike and I would highly recommend you to others. I would not doubt your ability on large or small, complicated or simple projects. We will definitely be calling you in the future as we continue to make home improvements.

Thank you for our lovely basement!

Sincerely,

Mike & Kathryn