

September 20, 2011

Dear Rick,

We wanted to send a note to thank you for finishing our basement this summer. You completely exceeded any expectation we had and are so pleased with the final result. My kids and apparently every other kid in the neighbourhood can't thank you enough for the "man cave" as it is so fondly referred to.

We were always impressed with your work ethic and attention to detail. Despite a back injury, you showed up to our house on the scheduled date and time with an explanation that you didn't want to let us down. And you certainly didn't. You continued to always show up when you said you would, work like a dog throughout the day (do you actually take breaks?) and finished the job not only on time but early! We always knew when you would be arriving and leaving and appreciated having your weekly schedule in advance so we could plan around the work being done. We also appreciated the weekly balance sheet, outlining exactly how our money was being spent as we progressed throughout the project.

When we originally obtained quotes, yours was extremely fair and reasonable and when the job was completed and under budget, we were thrilled. We were especially thankful that you were able to help us make up our minds when we didn't even know what we wanted at times. You have an excellent eye for detail and you could see the final product when we couldn't. When we decided we were going to paint the basement ourselves, you were kind enough to give us tips to get the best result. In the end, all the finer details were done to perfection especially the painting if I do say so myself. 😊

So, thank you very much again for everything Rick. We are happy to highly recommend you to any future clients and certainly won't hesitate to give you a call for any further renovations.

Gillian & Greg Ward

Brooklin, ON