

Benjamin & Kelly Botwinski

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1650 Lindbergh Dr Lansing MI 48910

August 29, 2013

Dear Dave,

Ben and I don't know how we can ever thank you enough for the incredible work you did in our home! We did start by immediately giving you our highest recommendations and posting before and after photos on Nextdoor.com, the social networking website our neighborhood uses for a variety of communications. We would like to continue showing our thanks and appreciation by providing you with this letter of recommendation.

Having only owned our home for seven months we found ourselves faced with extensive water damage from a leaking toilet. Not only were we unprepared on many different levels, we also lacked the skill and knowledge to correct anything ourselves and we had yet to use a plumber, contractor, painter or any type of skilled and licensed tradesman in this part of the state. We were very fortunate that my boss, Brian Songer, gave me your name and number. Between calling you and your first visit to assess our damage, I was able to research your experience and look at your website. Your honesty and integrity was evident from the very beginning; by the time you left our home after your initial visit my mind was completely at ease and we had no reservations about hiring you.

Our job consisted of repairing a large floor to ceiling section of wall including repainting the room, gutting the main floor full bathroom and gutting the second floor full bathroom. Since we were at it we decided it would be a good time to have the kitchen floor done. You very quickly discovered the Botwinski Luck – if it can't go wrong, and shouldn't go wrong, it will go wrong for us! You were beyond patient with our luck and every single question I asked, which I believe averaged 15 questions per day. Without hesitation or fail you always took the time to completely answer all of our questions whether we were asking by phone or email.

We have never built a house or done any major renovating or remodeling. Overwhelming is the only way to describe it! Unknowingly you immediately took a huge burden off of our shoulders when you gave us a clear plan for the vendors to contact for everything from flooring to mirrors. You continued to impress us when we realized that you had already contacted those vendors and discussed the specifics of our job with them; each vendor knew exactly what we needed, our budget and they had our measurements. A couple of vendors had already prepared samples for us before we even arrived at their showroom.

Every single vendor you sent us to and every subcontractor you brought in our home was amazing! They were all very professional, polite, and we believe some must be the most knowledgeable in their fields. Everyone was patient with me, the kids, and our dog and they didn't even mind the occasional raccoon wandering through the house. Truly, every person we came in contact with as a result of your recommendation or hiring was great. Now having gone through this process, I can sincerely attest to how crucial the "behind the scenes" people and vendors are to the success of any project.

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Working in the insurance industry I have personally seen subsequent damage caused by a lazy contractor or builder not making repairs properly, dishonest contractors not completing jobs and contractors and builders that are never seen again after a contract is signed – they only send subcontractors who have never meet the client. It was terrifying to find ourselves in an emergency situation with all of those experiences in the back of my head.

I was so afraid of getting taken advantage of because I didn't know who to turn to for help finding a contractor. Thank you for restoring my faith in builders/contractors and for educating me along the way.

Pictures do a good job showing your work but having learned what we have through this process – the pictures don't tell some of the most important things about what's important to know about a contractor before committing to going through a major renovating or remodel. The contractor / client relationship is truly a working relationship and with the constant interaction and communication that occurs, I cannot imagine having a contractor with anything less than outstanding interpersonal communication skills. This was our first experience in home renovating and even though you have been doing this for 35 + years you never assumed we should've known something we didn't know; I can't express to you how important that was to us as a young couple and new homeowners, and to me as a woman.

Your work is amazing and we were pleasantly surprised at how quickly the work moved along. Every guest we have had in our home loves what was done and was quick to admire the craftsmanship. Ben and I could not have come out of this project any happier and we would not have made it through without you. It was a pleasure working with you. I know I told you this before but this job was the beginning of a lifelong relationship! Considering the Botwinski Luck, I hope you take that as a compliment and not a threat. Again, thank you for everything – beginning to end. We can't wait to work with you again!

Please don't hesitate to contact us if we can offer any other helpful information for potential clients.

Sincerely,

*Kelly & Ben Botwinski*

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