

November 1, 2008

Dear Dave,

Emily and I would both like to express our appreciation for the quality construction job you recently completed at our home in Dimondale. You were able to take our ideas about our deck and 4 Seasons room and build them with highest regard to quality. We particularly were impressed about your attention to detail in making sure the work was done to our complete satisfaction.

We did not know you before you were recommended to us by our realtor. We discussed this project with you over a considerable period of time. You were always patient with us. As we changed our mind about the type of addition we wanted, you provided realistic estimates about the cost. We really like the fact that there was no pressure on your part to make a decision; you never pushed us to meet your timetable. You came out to the house to discuss our ideas multiple times without any promise on our part that you would be the eventual builder. Your bid was very clear as to the services you were going to provide to us. We had 4 firms look at our project; you were by far the most reasonable bid as well as the most responsive to our concerns.


Once the construction began, you provided us with excellent supervision over your subcontractors. All of them approached their work in a professional manner. All of them worked to give us the highest quality work. They were all respectful of our property during the time of construction. They all finished their work during the time they promised. You solved any concerns we had by having them return to our house until both you and we were completely satisfied with the project

Of course, there were additional costs to our project because of the uncertainty of the cost of materials. When this occurred, you discussed this extra money with us in a way that we felt confident that these expenses were unforeseen by you. We never felt that you "low-balled" us to get the job. Furthermore, when we wanted your subcontractors to do additional work at our house beyond the addition, you arranged that for us.

In conclusion, we would like to say that of all the builders we have hired, you have been the easiest one to work with. We would hire you again without hesitation. It was a pleasure to work with you.

Sincerely,


Emily Strauss


Eric Strauss