

Our first experience with a remodeling/construction project was a major kitchen remodel. After getting Dave's name as a recommendation from a friend, we added him to our list of contractors to interview. It was immediately apparent that he was who we needed. He is the right mixture of professional and personable. Dave suggested a start date which was realistic for both he and us and which allowed us time to shop for all the items we needed. Even though many of the lead times were longer than we expected, Dave *had* expected it and our items were delivered or ready to be delivered by the time our project started.

Having a project management background, I had wanted an overview and timeline of the project and expected a high level of communication. Dave cooperated, providing us a list of dates and tasks our kitchen project entailed. Anyone involved in project management will tell you there *will* be date and task changes, but Dave kept us informed every step of the way. If there was a day where we didn't expect the painter and the painter had time to work us in, Dave would let us know. If the electrician was planning to show but was detained, Dave would let us know. He managed the subcontractors well, often reaching out to us to confirm someone was on-site if they were supposed to be. We really appreciated Dave's communication. It gave us the confidence that our project was important and we were important to him.

Once our project started, Dave was very involved. As the days and weeks progressed, he would show up to review the status of our kitchen, take our pulse to confirm we were happy and make any tweaks we asked for. He responded to any questions or concerns we had within short order.

Face it, not having a kitchen is a life disruption. One of the things Dave did to help mitigate the disruption was to loan us a cord so we could still use our oven and stove, albeit in a different room, but at least we didn't have to rely on alternative methods of cooking and could still have a sense of normalcy in our daily life. I'm not certain just any contractor would do that and it was certainly not expected, but much appreciated.

Dave was very hands-on. Our kitchen floors were very squeaky when we started. We jokingly said the floors were the entire reason for the remodel. Dave didn't rely on the flooring contractors to get it right. He spent a couple hours checking, fixing and rechecking every square inch of the kitchen to make sure we could walk across the room quietly before the new flooring was installed.

His subcontractors were very efficient, friendly and helpful. When we started this project, we didn't know what we didn't know. The contractors gave us suggestions and guided us through what we didn't know – and we appreciate their advice. The electricians suggested where the outlets and fixtures should go. While setting the cabinets, it was suggested that we move the island 6 inches. Who would think 6 inches would make a difference? Once we moved it, it became obvious it was the right decision.

Given the time frame of our project, we had set a date for a 'kitchen warming' party. Dave made sure we hit our date and things looked great. Later, after we were using the kitchen and life was back to normal, Dave checked in with us to make sure everything was working as expected.

Overall, we were very happy with Dave's level of knowledge, detail, communication, professionalism and choice of subcontractors. Every person, including all the contractors who have been in our kitchen has raved about how beautiful it is. We are extremely happy and plan to use David G Schertzing Builders, Inc. again. **Eric and Lesa Fink**