

2510 Howard Avenue
Billings, MT 59102
July 25, 2011

Dear Leonard,

My basement, better known as the "Pit," was an eyesore filled with many years of accumulated and unsightly "stuff." When I finally decided to do something about it, my goal was to primarily gain a functional bathroom.

I contacted Jeremy's office because the name Freyenhagen has become synonymous with quality and he was highly recommended. Jeremy called me soon after. We met several times and the basement project began. Besides being personable, professional and patient, I appreciated his attention to details, his part in keeping abreast of how work was progressing and the fact that he initiated contact when needed throughout the entire process.

I liked knowing who was going to be doing what and when - and that it actually transpired as planned was a great bonus. From my perspective, that does not always occur. The website is a valuable tool in communicating with clients and a great way for them to share their project with others.

The Freyenhagen "team" is unique, I think, in that everyone seems to like what they are doing. All who I encountered were friendly, respectful and professional and I applaud any and all who take pride in their work! This reflects well on their "leader."

Foreman Dan exuded enthusiasm, competence and self-confidence. He always managed to have or make time for my questions and didn't even seem to mind my "hovering." With other responsibilities and demands off site, he was unflappable! He offered suggestions and took charge of creating not only a habitable but an attractive downstairs living space that I am loving! I feel that he went above and beyond in every regard.

The two Brandons and all the subcontractors were amazing. Dave, the plumber, went the extra mile to accommodate, as did Kevin Murray.

Few people were ever allowed to enter the depths of the "Pit" but those who had seen the 'before' can scarcely believe the 'after' and everyone else is impressed by the quality of the work!

So, kudos and thanks to all the dedicated and knowledgeable people involved in my basement transformation. Keep up the good work. Of course, I would recommend you!!!

Sincerely,



Cathlene Bower