

March 21, 2000

Dear Jeremy,

This is a note of appreciation at the end of our very successful addition. We can hardly believe that the whole process went so smoothly.

We first met you in October when we responded to your mailing about remodeling. We had been thinking about adding on to our bedroom and bath for several years but were at a loss to know who to turn to. It seems most of our friends who had been through the process were not that satisfied with how the project drug on and on. Your card arrived at just the right moment and a month later you were digging the foundation!

From the first day you visited to see what we had in mind, I was impressed by your professionalism. You present yourself and your business very well--from the logos on your shirts and jackets, to the same logo on yard signs and trucks. We could tell you were representing your company professionally to the community. When you made an appointment with us, you showed up "on the dot" or called and rescheduled if necessary. We were never left waiting around for you to come and we appreciated that very much.

The addition of a walk-in closet and a new bathroom (with a storage room underneath) is all we hoped for and more. The finished project is so beautiful we can hardly believe it! The quality of your work and your subcontractors is superb. One of the most amazing parts of the whole process was the schedule you presented us with which went week by week through the whole remodel from the first day to completion 3 months later. We could follow along and know approximately what would be happening when. It helped me to be organized so I knew when I needed to have things picked out. Surprisingly, I think everything happened according to schedule--the subs even came when you called. (From what I've heard from friends that alone is an amazing thing!)

Dan, your head carpenter, was delightful to have around. He was the cleanest construction worker I've ever met. He told me he didn't like working in a mess; so each night he would sweep, vacuum etc. before he left for the evening. I even found him sweeping the hall runners and mopping the tile in the entry way on a day when there was a lot of debris tracked into the house.

Again, we thank you for a delightful experience. Please feel free to give our names as a reference for your work. We couldn't be happier with the outcome.

Sincerely,
Dana Peterson
Dale Peterson