

24 January 2013

Sally and Mark Schroeder

San Jose, CA 95112

Dear Mark,

Thank you for all you and your team provided to make the remodel of our 1906 home such a success. We've always loved our home, but you helped make our nice house into our perfect home.

When we initially started talking to you about becoming the contractor for our remodel (back in the fall of 2011), your ability to listen to our interests along with your competitive estimates, ultimately secured you and your team as our first choice. Throughout the job, you were available to meet with my husband and me on any issue. You provided plans and schedules when needed and, usually, had anticipated most issues.

You provided choices of your recommendations of products needed (for example, the roofing material) so that we could research and make an educated decision. These methods exceeded our expectations since my husband and I prefer to research and discuss our decisions.

Your team closely followed the architect plans and in so doing gave us exactly the home we were expecting. There were few surprises and these were resolved quickly and, in several instances, turned out better than we initially thought possible.

Your key team members, Christopher Bates, Jagtar Mann, and Juan Ibarra, were courteous, punctual, and consistently gave their full attention to our remodel. In the beginning, we believed that we had chosen the right team, and now that the work is completed, there is no doubt that we had exceptionally skilled craftsmen working on our remodel. Our remodel had extensive trim throughout the interior and exterior, and much of the interior trim work was recycled from the original build. All the trim work is united throughout the house and is beautiful.

The sub-contractors that you brought to our job were professional craftsmen of their field. We trusted your choices and were rewarded with excellent craftsmanship. In addition, the sub-contractors were pleasant to work with and respectful of our interests as homeowners of the remodel.

Thank you for all your efforts. Please encourage future clients to contact us for recommendations.

Sincerely,

Sally Billstrom Schroeder