

Mary Nassau  
Cupertino, CA 95014

July 25, 2014

*Tracery Professional Builders*  
251 E. Hacienda Avenue, Unit C  
Campbell, CA 95008

Dear Mark;

Ernesto and I want to thank you, and your wonderful crew, for our recent master bathroom remodel. This was an extensive, down-to-the-studs renovation that involved reconfiguring walls, adding windows, redoing all plumbing, and installing a new electrical and lighting system.

Nothing ever goes exactly according to plan – there are ‘surprises’ uncovered during demolition and the homeowner (me, Ernesto) changes her/his mind. We were impressed by the *Architectural Digest*-worthy results, yes, but as important as the result was Mark’s dedication to perfection, and positive attitude, throughout. He told us repeatedly his job was to make us happy. If something was not to our liking, no matter how big or small, he maintained unfailing good humor and quickly arranged to change, redo, and refurbish, until we got exactly what we wanted. Our alterations of the initial plan meant delays and schedule changes; Mark never expressed impatience, and accommodated every wish.

The crew arrived exactly when they said they would, they worked steadily and skillfully on the task at hand, and cleaned the site thoroughly each day before leaving. The room needs to be seen to be believed; glass tiles set in perfect alignment, ceramic tiles with near-invisible grout lines, and a custom ash vanity cabinet that brings the entire room together.

I can’t praise the work, and Mark’s attitude, enough. Anyone who has ever dealt with a contractor understands what this means. I might focus on the cosmetics and be satisfied with good looks, but for Mark (and us), the underlying structural integrity is just as important.

We are extremely pleased with the project and the work behind it.

Sincerely,

Mary