

September 7, 2016

Dear Mark,

Thank you and your team for doing such an outstanding job on our full-house remodel. There are many things we appreciate about Tracery: attention to detail, professionalism, reliability and customer service chief among them.

As you know, remodeling an entire house is quite a journey! Along the way we learned a number of things, one of the most important of which is to *use the general contractor's sub contractors!* You were able to control your subs, ensure they showed up, were careful in our home and completed their work. When the owner hires subs directly, as we did, you discover that you have much less control over them. We regret hiring outside of your preferred sub contractors and would strongly encourage future clients of Tracery use only their subs and employees.

As for your employees, we are extremely impressed with the quality of the work performed, their work ethic and dedication to ensuring the right result.

At bottom, we are grateful for your willingness to do any and everything to ensure that we are happy and there is nothing more valuable in a general contractor.

Sincerely,



Amy and Andrew Thornborrow