

April 12, 2007

Dear Mike and George Jacques,

I am writing this letter to personally thank both of you for the wonderful work that was done at our house over the past several months. My husband and I had wanted to undergo renovations for a number of years and were quite concerned regarding the quality of the work given our limited construction expertise.

In retrospect, I believe that someone was watching over us when we were given the name of your company. As you know, we started with a complete basement renovation. Each step of the process was fully explained to us in addition to the projected costs. We also found that the communication was well maintained prior to, during, as well as following the work that was done. Any issues or concerns were addressed in a timely fashion and quickly resolved. Further renovations extended to other areas in the house as well as the replacement of a two-storey deck in our backyard.

I would be remiss if I did not underline how pleased I have been with the work that was carried out at our home. In fact, I can also recall work that was done above and beyond what had been requested. The final product always exceeded our expectations. I have received many compliments regarding the work and have referred them to your company without hesitation.

I would also like to highlight the work of your team members. I was able to get to know them quite well over the months. They were always polite, diligent, and professional throughout our renovations. I would particularly like to extend my sincere thanks to James and André without whom the renovations would not have been completed.

As you know, we are in the process of moving to Toronto. I was pleased to know that you will be able to travel to my new abode should I require renovations. I was told that once you find a good contractor, treat them like gold and don't let go of them. I will certainly heed this advice.

Thank you both for all that you have done for us. We wish you all the best in the future!

Sincerely,

Maureen and Rob