

To: General Repairs & Renovations Inc.
658 Thicket Way
Orleans, Ontario, K4A 3B1

Thursday, June 22, 2006

Dear Mike,

I wanted to take some time and express my gratitude to you and George in regards to the renovations you have completed in my home.

I have to be honest that before starting this substantial project I had my doubts and fears about hiring a General Contractor to do the job, but from the first time I met you and George, you both were so professional and genuine and provided valuable information to ensure we were knowledgeable about hiring a contractor that it eliminated all my concerns. I am extremely pleased with the end result and couldn't have asked for anything better, from the polished estimate to the quality of the materials used, to your workmanship, you have gone above and beyond to ensure we were at ease. Not only was the work completed in the time frame given, but the end result was so much better then expected, our home is now magnificent thanks to your hard work . I knew at all times my home was in good hands because you took care of it as if it was your own, it was left clean at the end of the day and you continuously made sure I was satisfied with the progress. You truly have your customer's best interest in mind. I have to say that it is hard to find people that are as trustworthy and proficient as the two of you. If only every company would have just a portion of your work ethic this world would be a much better place.

I remember during our earlier meetings telling George that I can usually trust my instinct and I could tell who would be a good match for us, to work with us and I am glad to stand here today and say that I have absolutely no regrets. I really can't express how thankful I am and how much I appreciate all that you have done. So here's to an attempt on doing so...Thank you!!!!

I look forward to hiring you again on future projects. Have a wonderful summer.

Sincerely,

Gabrielle