

August 21, 2006

To Whom It May Concern:

Beginning about three years ago, my wife , Donna, and I, began thinking about two options in regard to our housing situation; move up to a larger house or build an addition to our present home. We began the process by looking at what was available in the housing market, both new and resale. Very quickly we realized that our best option was to stay where we were, and add on to our present home.

About a year and a half ago, we began the process of finding a contractor to do the job. We had heard many horror stories about contractors and so heeded the advice "do your homework". We used word of mouth and advertising to find potential contractors. Each contractor that we spoke with had a different style of handling initial contacts. As we moved through the process, contractors fell off our list and it became evident that General Repairs was the contractor for us.

Why we chose General Repairs:

- 1 Always answered their phone or returned our calls promptly
- 2 Never pressured us for a commitment until it was evident that we were ready
- 3 Used only the best materials and trades people
- 4 No question that we had was ever too trivial
- 5 They had a list of references who not only were wildly pleased with the work that General Repairs had done, but will hire only General in the future and recommends them to everyone
- 6 The references not only spoke of the quality of their work but of the quality of the experience – very important when your contractor is working in your functioning home

Throughout the renovation:

- 1 They did not push their ideas but presented options for us. However, Mike Jacques always shared his experiences and made excellent recommendations
- 2 They started on time and finished on schedule
- 3 James McDonald, the head carpenter is an excellent tradesman. His work was impeccable and he expressed that working with Mike Jacques has been a great professional experience since he allows for creative input and the freedom to give special attention to the details
- 4 Both the Jacques and their crew (James and Dan) were always respectful of being in our home
- 5 The worksite was always kept clean and safe
- 6 The window subcontractor made some mistakes and Mike Jacques completely handled the correction with the window subcontractor and although it was not fixed until the last day, it was fixed within the schedule of the renovation.