

JC & Fiona Alvarez  
28041 Memory Lane  
Valencia, CA 91354

Dear Randy,

I just wanted to send you a quick letter to thank you for the loft you built in our home.

We had received a few quotes from different contractors and I had heard that you were actually more expensive than most however, this was not the case. Others would quote me and give me an estimate but not let me know what this included. However, when I received your estimate in writing, I was very impressed. Every item was listed with a price quote so I could really see where the cost was going. As I would receive invoices when work was completed I would compare the cost from the original quote and the final cost was always the exact amount quoted. Also, when we would add something during construction and you would give me a quote over the phone or in person the final cost was never more than you quoted, instead it was less. This was very impressive to me and I was very thankful, as we were working with a budget.

Your crew, especially Jack and Jeff were amazing, I cannot say enough about them. They were always courteous, never in the way, great with my children, and left my house swept clean and tidy every day. As a stay at home Mom it was very important for me to feel comfortable with my children and myself at home alone with construction crews in and out of my home. I was never uncomfortable leaving the crew in my home or leaving a key for them to let themselves in. Leslie, your office assistant is so very nice to talk to. You never feel as if you are bothering her and she is always very responsive to any questions or needs.

As for the quality of your work; it is excellent. My sister is a construction lawyer and visited when the loft was just framed and the electrical work was done and she was very impressed. Her words were that the construction was 'seamless' and very good.

I have and will refer you with high marks to anyone interested. I would only use your company from now on for any work I would like done to my house, inside or out. Thank you again for the great work and for making the construction process, that we all dread, such a good experience. The finished product is wonderful and is the most used room in our home.

Sincerely yours,

A handwritten signature in black ink, appearing to be 'JC & Fiona Alvarez', written in a cursive style with a large initial 'A'.

JC & Fiona Alvarez