

Michael and Sandra Juliano
141 Mamasco Rd
Ridgefield CT, 06877
September 17, 2007

Mike West
Mike West General Contracting and Landscaping
5 South cove Road
Danbury, CT 06811

Michael:

On behalf of my wife and two boys, I wanted to say thank you for the fantastic work you did on our house renovation project over the past 10 weeks. I wanted to specifically mention a few things as they were so important to us during the project.

Scope of Job – Demolish deck, pour new footings, build new covered porch, build new foyer, lay lpe porch flooring, build railing and stairs, build intricate column details, lay complex tiles, etc.

Ethics – Your strong commitment to ethical, fair treatment of clients was what impressed us most at our initial meeting. Your commitment continued through the project. Every promise you made was completed and changes were made to benefit us when possible. We felt you were really looking out for us.

Timeframe – You completed the project within the pre-established timeframe and at the quoted contract price. Sounds simple but it is an accomplishment.

Finishwork – The guys you had on site were fantastic, honestly true craftsman. Starting with framing to column millwork the attention to detail and quality of the work is great. George and Rich were respectful, always showed up on time and cleaned up each night to make the place safe for my boys.

Subcontractors – Included electrician, HVAC specialist and tileman. All showed up when planned, performed the task quickly and did a great job. Each subcontractor cost came in less than I had budgeted.

Project Management – Before the project started I stressed that I wanted you there each morning, if only for half an hour and that you needed to be reachable by phone. You were, always. You established a line of communication that allowed the entire project to continue forward each day.

Mike, if you need a reference send the people to my house to check out the work. We will all have a cup of coffee while we look out on the lake. Looking forward to the next phase of our renovation project with you.

Michael and Sandra Juliano

The image shows two handwritten signatures in black ink. The top signature is more stylized and appears to be 'M. Juliano'. The bottom signature is written in a cursive script and clearly reads 'Sandra Juliano'.