

Dear Howard,

Now that our remodel is complete, we want to tell you how pleased we are with the design and execution of our job. You worked so well within the constraints and limitations of an existing house to achieve our goal of creating more light and space consistent with outstanding architectural design. We recognized that the challenges of our job were both structural and architectural which were blended successfully due to your expertise in both areas.

You were very easy to work with and we appreciated that you listened to our ideas. You made suggestions within the context of our needs, keeping in mind that it is our house. But you also told us when you thought we were on the wrong path, explained why what we wanted to do wouldn't work, and always suggested a better approach to achieve our goals.

We also appreciated that you worked to stay within our budget with respect to the time of construction, specification of materials, methods of fabrication and finishes, all consistent with good design, function, and flow.

We were so pleased with how well you communicated with our contractors and subcontractors on a respectful and collegial basis, yet getting your points across. That you communicated so well with them eliminated potential stress and reduced or eliminated change orders.

We found your fees and charges to be reasonable and were impressed that you used your time efficiently.

Howard, it was a pleasure working with you and we have already recommended you to many of our friends and acquaintances.

Sincerely,

Robert L and Doris Schaffer