

September 17, 2003

To: Graeme Huguet,
My House Design/Build Team

When we announced that we planned to renovate our 50 year old plus South Surrey bungalow, friends and family immediately shared their renovation horror stories. We went ahead anyways.

At the Vancouver Home Show Spring 2002, we met Graeme Huguet of My House. Graeme was not the first person we talked to but he treated us with respect and interest despite our uncertainty and modest budget.

We met many times with Graeme before any work began. We appreciated how patiently he listened while we talked about our house. Graeme helped us recognize and prioritize our goals and worked with us to come up with cost effective, realistic solutions.

Timing was critical for us during this renovation. We had a specific 3 month period when we could move out, and our wish was to complete our renovation within this time period. Considering the extent of the work to be done, this was a tall order but Graeme created a phased time line that got the job done with a week to spare.

Quality was never compromised because of time. Graeme has asked for a deficiency list but we can only find a few small things. Everyone associated with Graeme and My House were professional, friendly and showed up when we expected them to!

We have and will continue to recommend Graeme Huguet and My House to many people who have expressed interest in our house. Our "new" home is beautiful, well built and the whole experience exceeded our expectations.

Sincerely

Cindy and Monty [REDACTED]
S. Surrey B.C. [REDACTED]