

To: Graeme Huguet

My House Design/Build Team Ltd.

We appreciate all of the work that went into making our home renovation a tremendous success. We were at first, very apprehensive about taking on such a large project. However, it is thanks to the House Smart partners that worked on the home with such professionalism and careful attention to detail that our family is now able to enjoy our new home.

Thank you Graeme Huguet for taking charge of the project and ensuring that we had the best trade's people on site. Your design suggestions were always thoughtful and took into consideration the present and future needs of our family. You truly took the time to listen and understand what we wanted. It was great to have you there to answer questions, calm our nerves and keep us updated on the progress of the renovation. Above all, we are most pleased with how you handled our particular situation as we had to move our family (two young children) out of the house for the renovation to happen. You set specific dates for completion and ensured that those were met, allowing us to move back in to the new home in a timely fashion (under 6 months). For me, this was unheard of. In fact, we had been told as a rule of thumb to expect the project to take twice as long as any contractor would promise us it would take.

Thank you Bruno Hoglund and associates for making it all come together. The reason we chose House Smart was because of the recommendation we received from a previous client and friends of ours whose home Bruno had worked on. We delayed the start of the construction project to ensure that Bruno would be the one in charge of the new construction and building. When I talked to Bruno, I felt like I was on that television show, "Holmes on Homes". Bruno took us through the house which was originally a small two bedroom bungalow and carefully showed us the deficiencies and explained to us how the work would be done right, according to code. Bruno treated the renovations to our home as if they were being done to his own home. For this we will always be grateful. Our renovation was a complicated project that resulted in a house that is much larger than the original and thus involved a lot of challenges in the building process. Bruno was the person at the home everyday who met these challenges and created solutions for all of our needs and requests.

Thank you Ben, from Westbeach Plumbing for installing an energy efficient furnace and healthy hot water alternative to heating the house. It has really made a difference for our son who has asthma. We have also noticed a significant reduction in heating costs.

Thank you to John Kefalas, the electrician for making valuable suggestions for all of our electrical needs, and doing so in such a professional and pleasant manner.

Special thanks to Linda Jones and Jeff Rebiff for all of their design work and careful attention to detail in the kitchen, bathrooms, and throughout the house. You were such an integral part of the process and a pleasure to collaborate with. We really enjoyed visiting the various vendors with you both and picking out cabinets, tiles, lighting, paints and other fixtures. It was fun, and the outcome is as promised, a warm, friendly, inviting atmosphere in the home.

Thank you to John Patten and the painters who spent so many hours on the final touches to the home.

Also, thank you to George Foster and the others at Home Smart who took care of the various administrative details. Especially to George for being the one who made sure that each trade person was there to get the job done.

Thank you to Norm Porsche and his crew who worked on the Hardy Plank exterior of the house and the trim and sopher. Wow, it looks great! Norm was one of the most meticulous individuals that worked on our home. His attention to detail and professional approach to his job were truly impressive. We especially enjoyed the friendly conversation, interesting stories, and good advice.

There are obviously a lot of people to thank, but everyone who came recommended by Graeme and MyHouse always completed the job with integrity, and with the most careful attention to detail and expert craftsmanship. We have recommended MyHouse to others and will continue to do so. We are sure that there will be more renovations on the horizon for us and we will surely be calling on you all again when it comes to our home.