

██████████
Vancouver, B.C.
██████ ██████

June 3, 2010

Re: My House Design / Build Team's ██████████ Kitchen Renovation

Dear Graeme:

We, Peter and Pam ██████████ wish to thank you and your competent team for a very fine kitchen renovation and ask that you would convey our appreciation to the team.

We were impressed from the start as you and your designer, Jeff Rebiffe, sat down with us in our home. You listened to what we had in mind and helped us clarify some issues by drawing to our attention options and possibilities in terms of design, materials and suppliers. You outlined the cost structure and throughout the project were transparent in your accounting procedures. We were amazed when Jeff Rebiffe worked on his laptop with the various kitchen measurements he had taken and showed us there and then what our plans looked like to scale and from several vantage points, even from the ceiling looking down!

We were impressed too with the courtesy, availability and expertise of the whole team whom we met individually as the work progressed. Jeff Rebiffe was with us off-site several times advising on materials, options and colours as we pondered the selection of our cabinetry in Abbotsford and especially on our visit to the granite shop in Richmond. He cautioned us not to be swayed by cost in dealing with key expenditures like the granite. The slab we eventually chose, because it matched our colour requirements and was quite attractive, had a severe crack and thus greatly reduced in price. But when Jeff measured up the largest good piece he found it just long enough with only 2.5" leeway!

The wrecking crew efficiently evacuated our kitchen in preparation. They abided by the strata rules and were careful with covering the carpets. Though it was a shock at first to see the empty space and the stove and fridge now hooked up in the dining room for the unavoidable 'camping out' interval that kitchen renovation entails, we did adjust and quickly learned the ins and outs of that style of living. The quiet patience of the electrician was tested when he had to thread an extra lead to the fuse box in another room entailing opening up a portion of the wall above the doorway of that room. We were out of town for the week when Rex Doering and his crew installed the cabinetry, sink and new appliances so we went from an empty space to a new kitchen seemingly overnight with only the tile and flooring yet to come.

We were so pleased to have Frances Lai advising us on floor and wall tile as well as paint colours. She brought samples to our home on several visits but was quite happy to have us look at a wider selection at outlets in Vancouver and Burnaby. Bruno Hoglund, who oversaw the renovation, also installed the backsplash tile and puck lights and was most courteous and prompt in responding whenever we had questions.

We can thank your keen eyes, Graeme, for noting that the seal on a patio window was broken and suggested this could be addressed. A second seal broke soon after and both windows were quickly and expertly replaced under Bruno's supervision.

Shawna Binns was very patient with our numerous questions regarding the financial statements and George Foster helpfully augmented her explanations when he brought the invoices and collected the payment.

We would like to offer a special word of thanks to Jeff James. Just a day after installation. our microwave failed and offsite repair was required. Jeff disconnected the over-the-stove model and was promptly on hand to re-install it. Later, one of the puck lights needed attention and once again Jeff came by. We had noted a flaw in the decoration tile, one tile being out of place and Jeff was on hand to replace it. He is a true handyman be it painting walls, electric installation or anything else.

So we thank you all, workers and management alike, for giving us a new kitchen. It gives us much pleasure and satisfaction and makes it a joy to navigate with everything easily at hand (especially the under-counter drawers) and so pleasing to the eye.

Sincerely,

Peter and Pam [REDACTED]