

August 3,2011

Dear Charlie,

I want to thank you for the excellent job you did with the design and subsequent construction of our shiny new screened porch. In spite of all the steamy weather, we sit outside and have dinner there almost every evening. The ceiling fan is the key to our enjoyment if the weather doesn't cooperate.

In addition, I want to thank you for supervising Oscar Amaya of Remodeling Plus so that the engineering aspect of the project, specifically the new roof joining the existing roof, was done properly and up to the code. I know that working with a contractor can often be frustrating and you showed restraint and professionalism in that relationship throughout the project.

Since this is the second project we have done together, I know I can depend on you to create excellent drawings which give me all the possibilities from every angle, and by using your amazing architectural software, changing and tweaking our designs has been a breeze.

Also, your availability in person and by email has made the design process efficient and pleasant. Working from a distance did not hamper your creativity or readiness to consult on and inspect every stage of the process. Last but not least, I believe your prices to be fair and your willingness to charge only for the actual time and effort you put into the project, rather than using the more common percentage of total costs, is an honorable way to do business.

So in closing I thank you again and hope that I might have the pleasure of working with you on a future project.

Sincerely,
Ruth Lis