

July 15, 2009

Mr. Herb Lagois
Lagois Drafting & Construction Inc.
5921 Prince of Wales Drive
North Gower, Ontario
K0A 2T0

Dear Herb:

As you know, Marg and I worked with closely Chris over a period of six months as your firm completely rebuilt the interior of our house and Chris acted as the project manager. The end product speaks for itself. We are extremely pleased with the result and without exception everyone who comes in and sees what has been done is most complimentary.

Chris has a number of characteristics that make him well suited to work with home owners on such major projects. He is calm, polite, personable and never loses his sense of humour. We had numerous meetings in the house with Chris as the project progressed. He always had his notebook and a list of questions. We would walk through the house as Chris pointed out construction or design options and he would always make sure he understood our preferences. Not once did we have to come back at a later date because he had missed something that we had mentioned. This approach meant that we did not waste any time in correcting errors.

I also commend Chris for his initiative and judgment. As we came to know Chris and, perhaps more importantly, as he came to know us, he made a number of decisions regarding some of the details and then advised us after the fact as to what he had done. This had to be done during the period that we were travelling and unavailable. Not once did we disagree with what he had done.

Whenever we ran into a serious “snag” he would always present us with options to get around the problem. One example of this related to the “pass through” in the kitchen. Putting this in meant that there was no room for the heating duct to the guest bathroom on the second floor . Chris’ solution was to recommend the installation of a thermostatically controlled electric mat under the tile. Having gone through the latter part of a winter, this has turned out to be wonderful solution and always receives compliments from our guests.

I am particularly grateful to Chris for the quality of work that he and his team put into the project. He simply refused to compromise on quality and although unusual, brought one of the subcontractors back into the house on four separate occasions until we were all satisfied with the work.

As noted above, Chris treated us well. Importantly too, I enjoyed watching how he treated the members of his team. Everyone was treated with respect and everyone had an opportunity to express opinions and make recommendations. A good example of this was the solution to a cracking problem with the drywall under the skylight. The problem stemmed from the underlying construction and different parts of the building moving at different rates. The solution that the team worked out involved an expansion joint and a piece of trim to cover it. As I sit here typing, I can see it and it looks quite elegant. Most importantly, it works!

Although not part of our contract, Chris must have inspected and found a cracked firebox in the furnace. The furnace was relatively new and I would not have thought to check such a thing. As you can appreciate, the consequences of this type of flaw can be serious (indeed fatal) and I am grateful for his attention to detail and safety considerations.

I am also grateful to the way in which Chris worked with you. Recommendations for such things as window sills, crown moulding, wall-hung toilets and the way in which hardwood was laid with respect to underlying joists have all proven to have been the right way to go. Chris seemed to understand exactly what was required.

Best regards,