

August 4, 2011

To Whom It May Concern:

LETTER OF REFERENCE FOR RENOVATOR OF THE YEAR

Our project involved renovating 60% of the existing structure and adding a partial second storey equal in space to the area being renovated. We opted to utilize the same company for both the design and build phases of the project and feel this end-to-end responsibility was beneficial as it gave us continuity, consistency and a sense of ownership to the success of the project. We worked the design details with our contractor with the requirements that the renovation must look consistent with the neighbourhood and must look as if it could have been built originally in its post renovation form. We feel that that these requirements were completely fulfilled.

From the beginning of the project to the end of the project we experienced a very good line of communication, including schedules that were communicated and followed. We were always given ample advance notice when decisions were required and choices needed to be made. When options were available for upgrades outside of the contract we were presented the options and timeline for decisions without any obvious pressure. We felt the choices were truly ours to be made without judgment.

We chose to live in our house during the renovations and this was respected and dealt with by all members of the renovation team from project manager through to the trades. It was not an easy situation but the quality of all the people involved made it work. As a result of living in the house during the renovations we got a first hand view of the sheer number of activities to be completed and a day-to-day insight of the quality and workmanship. We also appreciated the daily visits and oversight of our project manager that ensured the smooth progression of our project.

Generally our renovation experience was better than our expectations, while the project was even bigger with many more details than we had considered. We would not have any reservations about going into another renovation with this company or referring this company to anyone looking to embark on a renovation.

Yours faithfully,

Craig and Michele Suitor  
Home Owners