

July 22, 2014

Todd Whittaker
TWD
9201 W. Grand Ave.
Peoria, AZ 85345

Dear Todd,

I know that the success of a business is based, at least in part, on good reviews and word of mouth. So after TWD completed a recent remodeling job of two bathrooms at my home, I submitted 5-star reviews to Angie's List, Google, and the BBB. Since the work has been completed, I have also recommended TWD to several friends. I did, however, want to write to you, personally, to let you know how absolutely thrilled we are with our remodel and to compliment the employees you have working for you.

From the first time I met Ron LaBrie at my home to get an estimate and discuss the scope of the project, I felt extremely comfortable with him. Ron was AMAZING at answering all my questions (at lightning-fast speed, I might add!) and he came up with some fantastic alternatives to help me keep within our budget that ultimately made the difference in me deciding to award the job to TWD.

After a small communication glitch with another employee at the very beginning, Eric Miller took over and went above and beyond to make sure that I was aware of schedules and changes at every stage of the job. He also was a regular presence onsite as the project progressed to ensure the quality of the work being done was to TWD standards and to make certain I was 100% satisfied with the everything that was being done.

Every member of the crews that worked in my home was polite, courteous, on time and professional. And every night, things were cleaned up, which was wonderful. Most importantly though, TWD restored my trust in contractors, and made me have faith that there are indeed honest companies out there that do quality work at a fair price. I have had some horrible experiences with contractors in the past, and even though I did my research, I was still leery about hiring a company I didn't know much about to complete our remodeling projects. However, with some reassurance from neighbors and friends that have used TWD for their own projects, we went with your company and I couldn't be more pleased that we did.

As I said, we have recommended you, and will continue to recommend you, to everyone looking for a reliable, professional, fair-priced, high-quality contractor. I will not hesitate for a second to call TWD again when I need any other work done at the house. Thank you so much!

Sincerely,



Joan Simmons