

To: Gary Gustafson
Capizzi Home Improvement
From: Jelle Atema
Re: Home renovation project

Date: 6 September 2012

Dear Gary,

Thank you for orchestrating my home renovation project. This 100+ year old house needs regular upkeep and occasional major renovation. I was looking around for a contractor who would have the skills and sensitivities to take on the current renovation project and deliver it to my satisfaction within reasonable time while Meg and I were living there. I settled on Capizzi. Tom Capizzi Jr. came over to discuss ideas and price out the renovation plan. After we signed off on the contract, he then introduced me to you, the project manager.

The project started on time and ended as promised 8 weeks later. The drywallers, carpenters, electricians and painters were great to work with; they all did a professional job. They also offered useful advice and improved on some of the original ideas. As the project went along, various new project additions were added, such as painting walls in an empty room when the ceilings were replaced and varnishing the entire kitchen floor when a section was replaced. This added 50% additional cost; yet the project did not run over time. In all, we experienced mutual flexibility and courteous interaction. It was a pleasure seeing the work come to fruition despite some moments of frustration trying to live on a construction site.

The finished product is a real success which I now admire daily. So do my friends. It was a good experience working with you.

Thanks also from Meg; give our regards to Jack, Tom, Tom and the rest of the crew.

Best wishes,
Jelle Atema

A handwritten signature in cursive script that reads "Jelle". The signature is written in dark ink and is positioned to the right of the typed name "Jelle Atema".