

Alex,

2-23-2017

I wish to make a comment on your completion of my bathroom project and my foundation repair. You responded quickly to my request for bid and were the low bidder but only by a little bit. You listened to what I had in mind and didn't tell me what I wanted. You made suggestions on how you thought that I could improve my vision of the project and listened to my response. The project was completed in the estimated time with progress being made each day.

I of course wanted the project to be completed right away because the project took away my upstairs bathroom but of course that was not realistic. You ripped out all the sheetrock, you removed a half bathroom took out two doors replacing them with one. You scheduled the delivery and staging of materials so there was no work stoppage for lack of materials. Problems were corrected as they were found, i.e. a leaking iron elbow in the plumbing wall that caused the hole in the floor. Your subcontractors performed their work to my satisfaction. When I wanted handicap grab bars put in you made sure to frame the locations so that the grab bars were anchored into wood. The project was completed in a professional manner and I have been entirely satisfied with the results.

During the bathroom project we discovered that when this house was built the sewer was a septic system. Sometime later when the city installed the sewer main down the alley the house was connected to the sewer. Whoever disconnected the septic system did not patch the hole in the basement wall well and eventually it started leaking every time it rained. You performed a temporary fix which directed the water away from the foundation and after the ground thawed you returned to excavate the dirt from the foundation, broke out the failing plug, replaced the plug with hydraulic cement, applied tar to the foundation wall, installed a membrane and backfilled with a guarantee that if it leaked again you would come back and redo the repair. I am also completely satisfied with this second project.

I am planning a kitchen rebuild and expect to hire you do the job for me.

I would be happy to discuss your professional work ethic and your craftsmanship with anyone who may be interested in hiring you to do a project for them.

Jim Heringer
Billings, MT