

Michael & Alison Carey
42 Melony Ave.
Plainview, NY 11803

February 15, 2011

Dear Gideon,

We want to thank you for the great work done by you and your team in our home renovation. You turned our modest ranch into the two-story home we always wanted, and we are so happy with the results. The search for the right contractor was very stressful, but I know that we made the right choice by going with Gidch.

There were certain "minimum expectations" I had coming into the project, and you certainly delivered on all of those—namely, starting and finishing on-time, and coming in on budget. I'm sure we could have gotten those results from many different contractors. What set you apart was in the personal aspects of the job. With Gidch we were not dealing with a faceless company, and we had the pleasure of working with an owner that always had our best interests in mind.

First, you were always available. I can't even count the number of phone calls and emails we bombarded you with throughout our project, and you were patient with us and helped us make good decisions. Next, you identified a problem with our design (unrelated to Gidch) and went above and beyond to help us find a solution that we'd be happy with. Beyond that, you really just treated our house with respect and care. On several occasions you identified things in our plans that you didn't think we would be happy with, and called with suggestions for improvement. These were not changes to put more money in your pocket, but often more subtle ideas that you simply thought would make us more satisfied with the end result.

In short, I really feel like it was your priority to make sure we were happy with our new home. That, more than anything, is why I know we made the right choice.

With Gidch we found the right balance of a company large enough to have the resources to get the job done right and on-time, yet small enough to still recognize the value of personal touch. We'd be happy to continue to recommend you in the future.

Sincerely,

Michael Carey