

From: **Carrie Mandel**  
Date: Wed, Feb 9, 2011 at 8:25 PM  
Subject: letter of recommendation  
To: Joe Vecchio [jmvecchio@gmail.com](mailto:jmvecchio@gmail.com),

When our family moved into our home, we quickly found out that our guest bathroom shower had a serious leak. We sought advice from plumbers and contractors, but we were disenchanted with the level of detail, focus and vision we found. As a result, we left the bathroom untouched for a while, using it only as a half-bath. When we heard about Joe and Gideon at Gidch from a friend, we figured there would be no harm in reigniting our efforts to find a suitable partner for our renovation.

From the moment Joe walked in our home, he acted in a highly professional manner. He actually listened closely to our design and structural concerns as well as our worries about disruptions during construction while we continue to live in the home with two young children. He took copious notes during our discussions and then sat with us to discuss next steps, when he promised us a full detailed estimate including materials and labor as well as a fully sketched design, according to our wishes. He also provided us with a well explained work time-frame including how best to deal with materials procurement, which may not be in any of our control (the vanity, for example). Within days he was back at our home with all he promised us. He took all the time we needed to talk through the design and then to walk through the estimate line by line. He made several suggestions for dealers we should go to for the best selections and prices of particular materials, but also offered to actually procure the materials for us, if we wanted.

Per the plan, Joe and Gideon showed up bright and early on planned day one of the project. They were polite, hard working and clearly made their best efforts to minimize disruptions to our home including dust and dirt. Along the way, where we had suggested changes or they did, we were very clearly presented with detailed cost increases or reductions from the original estimate for the proposed changes prior to implementing them. Two weeks came and went and we had a new bathroom, perfectly completed to our joint vision, not to mention fully functional.

When I first told my father we were finally going to re-do the bathroom and that it would take two weeks, he laughed at me. "Expect at least twice the time, and prepare for a very messy house," he said. Of course it is with great joy that I can say my father subsequently used Gidch to fully renovate their full-sized finished basement. In fact, we now recommend Gidch to anyone who tells us they are thinking of doing work to their home.

Sincerely,  
Carrie & Jason Mandel