

October 18, 2001

R.J. Tilley, President  
R.J. Tilley Plumbing & Heating, Inc.  
11058 Washington Highway  
Suite 1  
Glen Allen, Va. 23059

Dear Mr. Tilley,

This past summer and early fall we had you remodel our kitchen and the upstairs hall bathroom in our house. I am writing to tell you how pleased we were with the sales service and installation. This all began when we went to the Home Show at the fairgrounds last winter and stumbled over Steven and Lisa.

We cannot believe the transformation of these two rooms; they are nothing like they used to be! My wife uses the hall bathroom as her bathroom, while I use the small bathroom in the master bedroom. After paying over four grand to remodel *her* bathroom, I thought I good for a while. However, she just reminded me that her birthday is coming up. So much for that idea.

We have shown off the kitchen to everyone we know. I must tell you that the two weeks it took to be done wore me out. Why? Having two rental houses that require upkeep (as well as my own house), I am used to not having things go as planned with contractors. But...when the smoke cleared and the kitchen was done, everything was fine. What a pleasant surprise. Nothing to squawk about! All that worry for nothing.

I did call Steven one weekend to express concern over the tile work on the kitchen wall. I was worried that the existing switch plates would not cover the holes chiseled by the tile contractor. Steven told me that he'd have Graham come out the next day. I left work at lunch time to meet with Graham.

I was so surprised to see *you* there, too. *You* had come out as to inspect the entire job as you had heard I was worried about the tile work. How impressive! I told you that we were planning on buying “fancy” switch plates in the future (to complement the new kitchen) but were unsure how soon we could find what we wanted. I said I was worried that the new switch plates might not cover the chiseled areas of the tile and at that point in time, it might be too late to correct any problems.

You looked me squarely in the eye and said, “I don’t care how long it takes you to find the new switch plates. If it’s two years...whenever...when you get them and feel the tile work needs correcting, we’ll take care of it.”

Do you know how shocked I was? What back-up service! I have told that story to so many people, people like me who are now “empty nest” parents that are ready to remodel their houses now that their kids are off on their own. (Guess whom they might come to see?)

Last, I must say that I was very pleased with Lisa; she was great to work with regarding the kitchen, but for some reason, my heart goes out to Steven. What a cute kid. I only wish he wasn’t married to your daughter or I’d introduce him to my daughter. You have nothing to worry about with Lisa and Steven covering sales. They do a great job. Both of them know that I plan to redo the bathroom in our master bedroom next year. When I came out several weeks ago to finish paying my bill, damn if Steven didn’t jump me and start pressing me to do the other bathroom now! He is so charming! I had to defer, telling him I was too broke at the moment. Let me repeat: what a cute kid!

Thank you for a job well done. I am president of your fan club.

Sincerely,

Alvin R. Gritz