

R. J. Tilley  
11058 Washington Highway  
Glen Allen, Virginia 23059

Dear Mr. Tilley:

This is a long overdue thank you letter. Your company remodeled my three bathrooms, kitchen, and utility room this year. My husband and I are thrilled with the results! We are still getting compliments on how beautiful everything looks. I have so many things I want to tell you about the people who worked on our home. You are blessed to have so many skilled and caring employees who strive to meet the needs of the customer.

Lisa was our designer. She did an awesome job for us! I have no ability to visualize the end result, so therefore I trusted her judgment. I'm so glad I listened to her because her suggestions were great. I didn't think I needed some of her ideas, such as the warming drawer and appliance garage. I was wrong! I am so glad that she encouraged me to trust her, because I love using them both. I am enjoying all aspects of my kitchen. In fact, I can't decide what I like best because it is all so special. The cabinets are beautiful. Lisa encouraged me to go a shade or two lighter with the cherry as they tend to darken with age. I am enjoying the pull out shelving so much. I also love the built in turntables in the corners of my bottom cabinets. That is no longer wasted space.

I picked the blue pearl granite, which is fabulous in our kitchen and utility room. When trying to decide what I wanted to put on the wall above the counter, Lisa suggested a lovely porcelain tile that looks like Italian brick. I love it more each day! I also love the porcelain floor tiles. They are staggered block in the kitchen, and diagonal in the bathrooms. They both look great.

Lisa picked out very attractive fixtures for the kitchen and bathrooms. Again, I would not have been able to visualize how nice it all comes together. She did a super job with lights, and all accessories. I also appreciated how frequently she contacted me to keep me updated on everything.

One very special thing that Lisa did for us was to make us a booklet with before and after pictures of our kitchen. I had attempted to take pictures, but they did not come out very well, so when Lisa came to see the finished job, she took photos. She then put them into booklet form. What a sweet thing to do for us! My only suggestion regarding Lisa, is that her office be updated. It looks like she is working in a child's room.

Steven was a delight to work with on this project. He was a wonderful liaison between your company, your workers, and us. Whenever there was a problem or a change that

needed to be considered, he notified us immediately. I remember one time when he needed to show us something and actually came to our home at 6:30 a.m. in order to meet with us before we went to work. He also did not hesitate to roll up his sleeves and pitch in whenever the guys needed an extra set of hands. I specifically remember coming home from work one day and the kitchen was full of men wrestling with the installation of our sliding French doors. It was long past their quitting time, yet they stayed here until about 7:30 p.m. until they had finished the installation. Steven stayed here right along with them helping to complete the job. They could have nailed up plywood for the night to secure our home, but they persevered until it was installed properly. We were so impressed. I know they were all tired, but they continued working until that portion of the job was completed.

Mr. Tilley, I also want you to know how pleased we were with the electrical work done by Hank and his helpers. Hank was so pleasant and willing to make any change we suggested both in the kitchen and bathrooms.

Doug is an artist! His tile work is beautiful. We get so many compliments on the walls and floors in our bathrooms and kitchen. He too was so friendly and pleasant while working here. You are lucky to have him available for your tile work.

Mark did our plumbing. He too went above the call of duty. One day, when he finished up a bit early on his current assignment, he stopped here to check out where the stack was in our kitchen. He had been thinking of our upcoming job, and wanted to see first hand what might lie ahead. He and Chad checked, measured, etc. and made certain that they were prepared when they started working here. I also want you to know how willing Mark was to help Don when we got to crunch time. One day I came home, and Mark was painting outside! He asked Don what he could do to help. That is very commendable when your employees are willing to help each other so that deadlines can be met for the customer.

Chuck helped out when needed on the bathrooms. Again, that speaks well of your company that workers help out as the need dictates.

Don was incredible!!! I feel like he can do anything. Whenever there was a problem, or a change needed to be made, he took care of it. He would say to me: "Trust me. I'll take care of it." He was right. I would come home from work and the problem would be solved with the end result exceeding my expectations. I made him a German chocolate cake to thank him for his efforts. (By the way, all of your guys enjoy like eating! We even had a cookout for them one day!)

Your employees go the extra mile to please the customer. My husband, Louis, asked Don and Alex to save one of our old cabinets because he wanted to hang it in the garage. They not only saved it, they hung it for him! Don said that was just as easy as trying to stash it in our garage.

One of the very best things they did for me was to rig up a way to keep my kitchen sink during the remodeling process. I was so happy to have access to water and to be able to wash dishes and prepare food. I cooked in my dining room using crock pots, electric skillets, microwave, and a portable oven. It worked out great.

Don and Alex moved my refrigerator and freezer to my dining room so that we could have easy access. They very thoughtfully put down plywood first so that my floor would be protected. Again, that was done without being asked.

Alex and Mike were valuable helpers to Don. They worked so hard to make certain that all aspects of the job were done correctly. They are both hard workers.

I also want to compliment Cindy for her friendliness in greeting customers both in person and on the phone. She makes you feel special.

Mr. Tilley, thank you also for sending out your repair crew when we had a slight problem with our main bathroom. They worked until the problem was solved and we were satisfied.

I am sure that I probably forgot something and/or someone who helped make our remodeling as beautiful as it is. Please know how pleased we are with the job done by all who helped make our home so special.

I am making enough copies of this letter so that those whose names are listed can have a copy to read. I want to be certain that they all know how very much we appreciate their efforts. Please see that the copies are distributed to them. Also, I have made a pumpkin spice cake for them to share. If someone has time, I would love for them each to receive a piece of cake along with their copy of this letter.

I feel like we not only had a successful remodeling project done, but that we made some new friends in the process.

When the project was over, Lisa brought by the gift that your wife picked out for us. We are enjoying using it. I even put the decorative pie plate on display because it looks so nice in our kitchen.

Please feel free to have prospective customers contact us for a glowing recommendation!

Sincerely,

Linda Watts