

20 August 2011

Herb,

We are writing this letter to thank your company and team of professionals for the outstanding design and construction of our three season room and deck addition to our home last fall. Taking a homeowner's ideas and translating them into tangible drawings to create a beautiful and well-designed project clearly represents one of your firm's greatest strengths. Your team's ability to plan and construct a well-built aesthetically pleasing and functional addition that seamlessly integrated into the existing look and feel of our home exceeded our expectations.

Your firm is unique in its service offering by combining well thought-out practical designs while subsequently constructing our vision to achieve a beautiful and functional space for our use and enjoyment; few design firms could have achieved the final results that were accomplished by your firm with this project and addition. Furthermore, your personnel demonstrated patience, diligence, dedication and attention to detail with us ensuring all of our requirements, questions and ideas were integrated into the construction of this addition.

We wish to thank all of your team for working with us to complete this project within the budget and timelines allocated for this project and addition. More importantly, we have appreciated your firm's commitment to remain in contact with us to solicit feedback with this project and addition. Your firm personifies professionalism and commitment to process improvement and customer satisfaction.

In closing we would like to express our gratitude to your company for the successful completion of this addition which has exceeded our expectations. We have and continue to recommend Lagois to our friends, family and acquaintances that are in need of design and construction services from a firm dedicated to customer satisfaction and quality.

Sincerely,

Carolyn & Trent
Manotick, ON