

July 26, 2009

Chris was the site manager who oversaw our substantial home renovation in 2008. Our renovation involved a two-storey addition to our house, and lasted for approximately 6 months.

Chris showed a superior degree of professionalism and attention to detail throughout the project. Here are some examples:

-- as the idiosyncrasies of our 58-year-old house became apparent, Chris adapted accordingly, always with a focus on improving the structural integrity and aesthetics of the final product.

-- whenever we needed to make a decision on changes to the project, Chris explained and costed all our options. In all cases, his recommendations ultimately proved to be the right ones. We felt confident that Chris was making suggestions that were in our own best interests, and not simply for his own advantage.

-- we moved out of our house for several months while construction took place. We were concerned about disruption to our neighbours while we were away so we gave them Chris' contact information in case they had any issues. Our neighbours told us that Chris was always quick to answer any of their questions. The only time they called Lagois head office was to compliment them on the professionalism of the site crew, singling out Chris in particular for his pleasant demeanor.

-- Chris was always available to meet with us and was patient in answering our numerous and on-going questions.

-- the job site was clean and care was taken to leave the un-renovated portion of our house undisturbed. There was obvious attention to safety on the site.

-- the entire Lagois team (especially Scott and Jim) was diligent and put us at ease and Chris coordinated them all with a focus on getting our project finished as quickly as possible, even bringing staff in on weekends and after hours to get the job done.

Now that the project is complete, Chris remains engaged and accessible for follow-up questions and concerns.

We love the final product and a large portion of our satisfaction stems from the excellent work of Chris and the Lagois team. We would gladly refer Chris to family and friends considering home renovations.