

We had Lagois do an extensive interior renovation for us in 2008. When we were ready to tackle an exterior renovation in 2014 we went straight back to Lagois. We did not consider another designer/contractor since we had been so pleased with the quality results and focus on customer service in the first project. We knew from experience that Lagois truly wants to make the customer happy as they are always ready to listen to any concerns and find a solution. We had considered building a custom home, but are very happy that we made a decision to buy an existing house with good bones on a dream lot. We made it our own by working with a quality renovator. We now have a modern updated home inside and out!!

The first project included gutting and rebuilding the kitchen, main bath and ensuite. A new interior wall with transom window was added to create an office, hardwood floors were laid throughout the house, a stone treatment was added to the fireplace along with custom maple shelving and mantle, patio doors were replaced, a bedroom was opened up to create a light-filled study and the stairs and railings were redone. When the project was complete we had a custom interior that met our standards for both quality and style.

The second project addressed the exterior of our home. Due to the original design of our roof we had problems with ice dams and the management of rain water above our front entrance. The problem was so bad that the walkway was unsafe and water was getting into our basement. Along with these practical considerations we wanted to update the exterior of our home to match the interior and our style preferences.

A peak was added to the roof over the front door and the extreme slope of the roof altered by extending the height of our foyer wall. The original skylight was removed and more light was introduced to the foyer by adding a row of windows at the top of the foyer wall and replacing the front door with a model that included full length glass. The brick pillars on the porch were redone in the Craftsman style, the entire roof was replaced in a new colour, the eavestrough was replaced with a larger size to accommodate the volume of water and the soffits and eaves were replaced in a matching modern colour. We are extremely pleased with the result and we now have the curb appeal that we envisioned when we purchased our home. When we drive up we feel the exterior reflects us and compliments the interior of the home that we love so much.

### The Lagois Team

One of the keys to a project's success is communication. The project managers on these jobs, Chris and Tom, kept us in the loop regarding the progress and planned activities and were always there to listen and act upon our questions and concerns. When they ran into a challenge or surprise during the project they would call right away to ask for our input and politely push for our decision to keep things on schedule. They presented recommendations and alternatives when such a situation arose and included any financial implications up front to assist us in our decision making.

The material ordering was managed efficiently. The majority arrived in a timely fashion and the schedule was effectively juggled if there were material delays. Any problems with the received material were quickly addressed. The size of the sink originally ordered for the main bathroom had to be changed and Lagois was able to get the replacement sink quickly due to their excellent relationships with their suppliers.

We were allowed to complete certain aspects of the project that we felt comfortable doing ourselves like demolition, painting and sealing tiles. We were worked into the schedule and Lagois ensured that we knew when things had to be done so that the overall schedule was not impacted. Lagois was willing to provide advice on the aspects of the project that we were completing ourselves.

We felt as though Chris and Tom treated our projects with the respect that they would give to renovations at their own homes. They were both personable, pleasant to deal with and were a calming influence during the stress and excitement of our renovations. No detail was too small for their attention...right down to hunting for a transition solution between a hardwood and cork floor that would meet our approval.

On the first project there was a buckle showing in the original drywall of our 2 storey foyer. We were going to address it at another time, but Chris thought that it would be detrimental to the overall effect of the renovation. He worked out a budget that we were happy with and we agree that the end result was worth it. He was also right about removing some of the popcorn ceilings adjacent to areas that we were renovating.

The tile in the front foyer was replaced in the second project and this installation allowed us to witness Lagois' commitment to customer satisfaction first hand. We had asked for tight grout lines and Tom had the tiler remove and reset tiles when he was not satisfied with the width of the grout lines. Tom was also concerned about the level of the tiles and had the tiler start over after using a floor levelling product.

Herb Lagois himself was key to the success of the projects. He listens carefully to the customers wants/needs in the design phase and ensures that he and his team rework the design until the customer is satisfied. On the first project we initially hired Lagois to do only the design, but we eventually chose them to implement the design since we were so impressed with the company during the design phase. When we were ready to start the second project, Lagois had a new integrated design and build process that we chose to use.

Herb visits the site during the construction phase and he conducts a sit down interview with the client at the end of the project to get feedback on the entire experience. His top down focus on customer satisfaction and quality is apparent.

We moved out of our home for the first renovation project, but lived at home during the second project. The job site was tidy, broom swept and organized regardless of our presence. The site box and safety information were always in plain view. Plastic sheets were hung, stairs and floor surfaces were covered and the schedule planned to minimize the risk of damage to existing and new materials.

A final component to the success of the Lagois experience is a jack-of-all-trades named Jim. He completes all final details and rectifies any concerns that the customer may have. He also does the final clean-up and the pride he takes in his work is always evident. He even helped us solve a dryer venting problem!

We would surely employ the Lagois team again.