

Roger Milliken, Jr.
70 Blanchard Road
Cumberland, Maine 04021

17 January 2007

David A. Cimino
Stroudwater Construction
96 Ocean Street
South Portland ME 04106

Dear David:

I am writing to thank you for the unparalleled quality of your work on our recent construction project. I am not referring just to the workmanship of your crews and subcontractors; more important, I deeply appreciate your excellent customer service. Although Margot and I have had the chance to tell you this in person, I want to put it in writing so that you can convey our superior level of satisfaction with potential future clients.

It is not easy to live through a year-long construction on an existing home. We moved out for the middle six months, but I maintained my office in part of the original building, which meant almost daily contact with you, your crews and subcontractors. They were uniformly professional, courteous and responsive to any concerns or difficulties.

Most impressive was the thorough, friendly and professional way you managed your communications with us. This began in the design phase, when you helped us identify opportunities for cost-saving by making small changes to the original plans. You also steered us away from considering options which you knew from experience would end up being cost-prohibitive.

Once the project began you impressed us with your availability and responsiveness. You were quick to get us information we needed, and patiently answered questions, provided cost estimates and, when asked, shared your own experience with various options.

We were impressed with your skills in scheduling and subcontractor management. You kept delays to a minimum and always seemed to be able to get the attention of a subcontractor when it was important to keep the project moving forward.

Surprises are inevitable with any renovation to an existing structure. Whenever an unexpected situation arose you were in contact with us immediately, helping us assess our options and make a decision. You were clear throughout about which changes should be your responsibility and which ours, providing clarity and preventing unpleasant misunderstanding.

Your handling of the budgets and payments was exemplary. When we considered changes to the design, you were quick to develop cost estimates, and answer any questions we had. Each month you took time to meet with me personally to track our progress against budget and explain the payments due. This allowed us to always keep the overall costs in view as construction progressed, and likewise prevented any surprises.

The list above speaks to your professional behavior. This was the foundation of a successful and rewarding relationship. But it is incomplete. Your humor, patience, friendliness and good will provided that "x" factor that shifted our experience from good to great. While we are not eager to undertake another major construction project any time soon (!), I would look forward to working with you again, and we don't hesitate in giving you the highest recommendation for anyone considering contracting with you.

We would be happy to serve as references should a potential client wish to contact us.

Sincerely,

A handwritten signature in black ink, appearing to read "R. J. Melnick". The signature is fluid and cursive, with a large initial "R" and a long, sweeping underline.