

Mike & Sandy Dubinsky
695 Posada Way
Fremont, CA 94536

November 5, 2010

Todd Richendollar
Todd Albert Construction
333 North State Street Suite V # 448
Lake Oswego, Oregon 97034

RE: Painting, Repairs and Window Installation at Our Home on 38th Ave SE, Portland, OR
97214

Dear Todd,

This letter is to provide feedback on the work you and your colleagues performed at the house we own in Portland, Oregon.

In summary the work performed by your firm, Todd Albert Construction, exceeded our expectations.

The following points support this conclusion:

1. Effective Communications - Your approach to ensuring that there is a common understanding between you and the customer is based on upfront discussions, professional analysis of the work to be performed and establishing a viable line of communication that ensures both parties are clear about the work, the time to accomplish the work, the nature and scope of the work, and any issues that may arise as work is being performed. During the time period July – November 2010 we kept in regular communication about the projects at the house and always felt informed and up to date.
2. Problem solving - When/if complex and /or difficult building repair situations arise you are prepared to apply your experience and skills to analyzing the situation, identifying the root cause, and developing a sound solution. This skill set was evident as you accepted and resolved two very sticky wicket situations encountered at the house. A foundation wall that was deteriorating and unexpected water intrusion above bay window soffits. Both of these situations were not part of the original set of tasks but when they emerged you followed a logical approach to resolution. They were both unique situations that called for a permanent fix, not a band aid. You designed and applied the fixes in a professional and fairly priced manner.
3. High quality workmanship - Whether it was re-producing the original 1925 interior woodwork/trim around the windows, preparing & painting the entire exterior of the house or creating a revised roof configuration to prevent future water intrusion problems the work was done in a manner which demonstrated an attention to detail and professional craftsmanship. Our house looks fantastic!
4. Respect for the customer - You treated the customer and their property with courtesy and respect. Whether it was investigating a problem, coordinating the best time to perform work or cleaning up after a day's work you, your colleagues and subcontractors showed

courtesy and respect at all times towards us and our family. That adds a tangible comfort level to dealing with a contractor.

5. Fair Pricing - Your fee schedule was competitive, transparent and fair. No gimmicks or hidden charges. We, as the customer, felt strongly that we received our money's worth, and more.

Should there be a time in the future when you wish to draw on us as a reference we would be pleased to do so. If you wish to share this letter with prospective customers as a testimonial you have our permission to do so.

We wish you continued success, you deserve and earned it!

Sincerely,

Mike & Sandy Dubinsky