

Colin Stewart
8 Heller Lane
East Hampton, NY 11937
October 14, 2018

Mike
Forst Construction, Inc.
26 Gingerbread Lane
East Hampton, NY 11937

Dear Mike,

Sarah and I wanted to send a brief note expressing our sincere thanks for a job well done on our renovation at 8 Heller Lane. We hired you initially based on very strong endorsements from trusted friends, but even so you exceeded our highest expectations. We have worked with many high-end contractors on our properties in East Hampton and in the city, and can say unequivocally that our experience working with you has been the best by far.

We could provide a long list of compliments, but in all cases the common theme is the high level of trust we can place in you. This manifests in many ways. Our home is old, and the task of modernizing can be overwhelming, especially on a limited budget. You have made the process stress free for us, by providing an easy to understand cost/ benefit framework. For example, you started by addressing aspects of the home that were simply unsafe, then moved on to items representing the smartest long term capital improvements. At all times it felt to us as a true partnership, as if you viewed it as your home, and your budget, and were advising us from that perspective, always with our best interests in mind. We never needed to second guess whether your recommendations were intended to maximize value for us, as opposed to merely maximizing the number on the invoice.

This sense of trust and partnership showed up in other ways as well. You worked conscientiously around our irregular schedule, so that we were never inconvenienced by the presence of workers except when it was absolutely unavoidable. You made yourself available to us at all hours, often providing free advice on matters that had nothing to do with the immediate project. You recognized quality work and paid great attention to the details, so we never had to point out that a job was not completed to the standard we expected. In the rare instances where something wasn't quite right, you were there immediately to address the problem. I can't think of a single instance where a project ran over your projected budget or timeline, which is virtually unheard of.

Mike

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Our home is a long work in progress, so we are extremely grateful to have you on our side. Whatever comes next, we will be certain to request your services, as we know you will do the best job possible, on a timely schedule, at a fair price.

Regards,

Colin Stewart

Sincerely,

Colin Stewart