

Date: October 27, 2008

To: The Team at Shugart Builders

Linda and I just want to say “thanks” for a job well done. Our project involved a little bit of everything . . . new garage, grading/landscaping, exterior stairs, new driveway, along with a cement patio and sidewalk . . . and Shugart handled it all flawlessly.

Finding the right contractor is often the most difficult part of any project, but from the time Nick first arrived to discuss the project, we knew we’d made the right decision by calling Shugart. Nick listened carefully, understood what we wanted to accomplish, and offered us some practical, cost-effective solutions that improved the scope the project. He was always available to answer our questions and we realized early on that we could trust him to get the job done right.

Once on site, Mike, his crew and the other subcontractors were great. They communicated with us on every step of the project and made sure we were completely satisfied as the work progressed. We always felt as though our project was everyone’s top priority.

We’re extremely pleased with the final results, and the fact that we came in under the original estimate makes it better yet. The entire experience was such that we have asked Shugart’s to complete another project for us . . . finishing off the walk-out basement.

Please feel free to share this letter with your future clients, or provide our name and number for reference. We would not hesitate to recommend you.

Thanks again for a job well done.