

September 22, 2010

Hello Ed, and JEM Construction team,

We would like to say THANK YOU to all for the great job you did renovating our home. From the many hours Ed spent with us in the early stages of putting our ideas on paper so we could see what we were thinking about, to the fine details and effort that everyone involved put in during the construction process. This renovation was not a small project and as we learned during the demolition portion there are issues / unknown obstacles that may be lurking due to inadequate work which was done by others many years ago that can (and did) surface and need to be addressed & resolved in order to keep things moving forward.

Ed explained everything in detail during the entire process. I am sure at times this can be very difficult as some issues have the potential to increase time & cost to a project of this scope and can be challenging. You handled the few issues that did arise very professionally and explained the problem's in detail, you provided clear information as to the various options for resolution which allowed us to make the right decisions. You did not try to just sell us on new ideas, or push us to do more work which we greatly appreciated and respect.

Having built a house with another company about 11 years ago we experienced contractors that were not really “customer friendly” (however at the time we thought they were), so your level of communication is something we really appreciated. Our renovation was completed on time, which was a nice surprise as we ran into some major (unexpected) foundation issues which needed to be resolved and were very time consuming. You were able to compensate for the additional work load by properly scheduling the many tasks and managing your team very efficiently throughout the process to keep things on target.

As mentioned above a few issues arose during the process, one of which came up during the demolition portion of our job and related to the existing foundation which was not expected, When you found one side of the house that was extended many years ago had a foundation that was not to code (not even close) this entire area needed to be jack hammered and completely redone. Once you explained the issue to us and we decided on the best path forward, you decided to go around and notify all our close neighbors that would be directly affected by the continuous noise so they could prepare accordingly. As this required about a week of multiple jack hammers working all day this was appreciated by them and us, and our neighbors let us know how much they appreciated this advance notice which was not required, all our neighbors also commented on how clean and professional your crew worked over the almost 4 months of demolition thru construction.

Our expectations for your level of work were high to begin with as you were highly recommended by family and friends, and now we are more than happy to recommend you so if ever need a referral please feel free to let us know.

Now that our landscaping is finally complete we have attached 2 photos of the house, and can only again say THANK YOU



*Keith & Laura Matovich*