

August 23, 2006

Mr. David DiGiorgi
DiGiorgi Remodeling
33 Lancaster Drive
Beacon Falls, CT 06403

Dear Mr. DiGiorgi,

We have been a customer of DiGiorgi many times, having had siding, roofing and windows installed over the years. In all those occasions, we have been extremely satisfied with the workmanship and service we have received. This spring and summer, we have had the pleasure of having two more projects done – ten interior doors replaced and a small addition installed. It is regarding these two projects that we write this letter.

We worked with Terry Tabaka as our key person on both projects. Terry has been friendly, courteous, reliable, knowledgeable and most of all, patient, in dealing with all of our questions, nervous reactions, and worries. He understands that while these jobs are routine to a company like DiGiorgi, they are special and important to the customer. We cannot commend Terry enough for all his work and support!

Once the addition began, Tim Kovalsky joined in on the project. Tim has been beyond exceptional – he is dedicated to your company and has gone above and beyond in coming to the jobsite to check on his progress, taking all our phone calls, rectifying the little glitches that are bound to happen on any job, and most of all, following up on all open items. Tim even went as far as meeting an outside contractor after hours at our home to be sure that a wiring matter was handled correctly. Like Terry, Tim is also very courteous and friendly. You are extremely fortunate to have such a dedicated employee.

And then there are the workers who actually did the job. What a fantastic group of employees you have! We wish we could remember all their names but we simply don't know them all. John and his partner did a fantastic job with the framing – John patiently dealt with our worries of birds flying in the house and filled any gaps for us! Our carpenter, Joe went above and beyond carefully completing the interior for us – what meticulous work he does. Dominick and his partner laid the floor beautifully (by the way, Dominick also hung the previously mentioned interior doors in the spring and did a professional job!) The siders took their time to notch out beautiful detailing around the window – it looks exceptional. The men who hung the gutters were prompt and efficient. And everyone in all of these teams was polite, respectful, quiet and efficient – you should be proud of them all!!

Finally, so that no one is left out, your receptionist should be commended for handling all the phone calls we have made – she is pleasant, cheerful and always a help! Becky Schulz in your accounting department handled a financial matter for us in a professional and pleasant manner. We appreciate all the help from all corners of your company.

It is a pleasure doing business with a company like yours that conducts themselves in a professional, personal, and friendly manner. We have enjoyed the end results of all the projects we have done with DiGiorgi and look forward to working with you again. We have a few more things on our home improvement list and want you to know that we will be calling! Thanks again for everything!!

Sincerely,

Nancy Garlock
Nancy Garlock / Cathy Ware

Cathy Ware

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Seymour, CT ██████████

Thank you all for your hard work and dedication!! Letters like this are what it is all about for me. This is why I love to do what we do, our name is on this house forever
Let's all build on this, once we get it to snow ball look out