

Buddy [REDACTED]

[REDACTED]
Newport News VA

Gene and Randy
Total Home Improvements
4033 George Washington Memorial Highway
Yorktown VA 23692

Dear Gene and Randy:

We are thoroughly enjoying our new laundry room/pantry and den. Quite a new experience to be able to access our washer/dryer without trudging down the stairs and fighting our way through the garage. Just wanted to send a quick thank you for the THI experience. Of particular note I'd like to personally thank Mr. Greg Rankin for his contribution as the project manager. He combined his professional knowledge of the various construction trades and his communication skills to guide us through the complete construction process and keep all of the sub-contractors on schedule. His performance will definitely be weighed in your favor as we continue our phasing of home improvements in the near future.

Thanks again for the outstanding job!

Sincerely,

Buddy [REDACTED]