

July 12, 2017

Mr. Gene Firth

Total Home Improvements

4033 George Washington Memorial Hwy.

Yorktown, VA 23692

Dear Mr. Firth,

Your company built an addition for us [REDACTED] in Hampton, VA. We were very pleased with our experience with your company, particularly with Greg Rankin who was the Project Manager on our addition. We did not get a chance to meet you personally, but your company was well represented by Greg. He was professional, friendly, and always available during the whole project. He came up with several innovative ideas to address different situations. We still comment to each other on how pleased we are with the built-in shelves that he came up with to replace the window. We are also very happy with the paint color that he suggested when we were uncertain what to pick. It was obvious to us that his crews respected and liked him. Under his guidance, we always felt very comfortable with the work crews that came out. You are probably already aware of his value to your company, but we still wanted to give testament to that. We plan to give thanks to all of the other great folks and crews in our online review. Because of Greg and his work crews, our addition turned out even more beautiful than we anticipated.

Thank you,

Ray and Janie [REDACTED]