

Stephanie [REDACTED]  
[REDACTED]  
Smithfield VA 23430  
[REDACTED]

July 25, 2017

Total Home Improvements  
4033 George Washington Memorial Highway  
Yorktown, VA 23692  
Attn: Mr. Kenny Brown

Dear sir:

I wish to express my appreciation for the excellent work by Mr. Donald Parsons and the entire THI crew on my recent home renovations. The project posed a number of challenges and required some creative thinking in order to keep within the budget limitations. Everything that was done works correctly and looks great. I was also delighted with the crew's professionalism. They were prompt, efficient, courteous and pleasant at all times. They always let me know when they were arriving, showed up on time, did what they said they were going to do and cleaned up afterwards. They were willing to answer my questions and offer advice as needed. I have dealt with other home improvement organizations over the years and I appreciate how rare this is. I would happily recommend THI to anyone and in fact I have already done so!

*Stephanie* [REDACTED]

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