

Dear Mr Behrends,

I am writing to thank you for my newly remodeled, beautiful home! I love going home, living in my new surroundings and opening my home to friends and family and not be embarrassed!

My ugly, never updated, 1980's kitchen is now gorgeous and functional. It used to be separated by walls from the living and dining room, but it is now open to create what I call a "great room". My ability to entertain and be involved with my guests in the conversation and activities is fabulous!

In the kitchen, we put in a new pantry and other additional storage, including an island to provide more countertop, more storage and more seating. The granite countertops are gorgeous and a super upgrade from laminate. I'm glad you talked me out of laminate or quartz. They are perfect for that modern lodge feel we were going after! The new birch cabinets not only look fantastic, but they are also much more functional and convenient with lazy Susan shelves in the corner cabinets. I have to tell you how impressed I am with the back splash! We decided on a neutral color, but then you suggested breaking up all that neutral with orange-red "dots". This turned out to be an exceptional idea! The "dots" really give the back splash a boost and match the pendant lighting we selected extremely well. Lastly, the lighting in the kitchen is perfect. I have so many choices for lighting in the kitchen I hardly know which ones to use! The recessed ceiling lights work great for general lighting; the pendant lights add color and direct lighting over the island seating and over the kitchen sink; and the under-the-counter lighting helps immensely when doing detailed chopping and slicing. The under counter lights are also great if you want just a little, more subdued lighting.

Other things about the kitchen that I love – the oil-rubbed bronze water fixtures; the new heavy gauge stainless steel sink; the glass front cabinetry with lighting; the shelving and drawers with stops so that no matter how hard they get pushed, they slow for a soft closing; and the stove vented to the outside of the house.

I cannot finish this letter without gushing over my new red oak floors and base cove! The wood floors throughout the great room, hallway and staircase bring the whole area together with a unified look, which is only enhanced by the new interior solid core doors throughout most of the house. The carpeting installed in the rest of the house is modern, and the higher density pad makes it warm and comfortable.

Speaking of staircase, the oak floor covering is enhanced by the wrought iron decorative railing which adds nice texture and aesthetic detail. The foyer and staircase are lit with a new chandelier light, which also matches the lighting over the dining room table. The chandelier brings in another natural element (wheat grass). It goes superbly with the wood, granite and other natural elements featured in the house. It was a very pleasant surprise to come home and see; I had seriously looked at it in the store, but you didn't know it. I fell in love with it right away!

I must also gush about my updated wood-burning fireplace. Before, it was plain and

unimpressive with no mantle and basic porcelain 12x12 brownish floor tiles around it. Now, it is truly a focal point in the room, with exceptional looking floor to ceiling and hearth slate. It looks so great, after 15 years living in my house, I now actually burn wood in my fireplace! The mantle is made of exquisite chiseled wood. It looks like it belongs in a rustic mountain lodge yet very modern, too. I can't talk about the fireplace without also talking about my new LCD television installed above the mantle. We can watch the TV from anywhere in the great room – really nice! When I'm working in the kitchen I can watch the news or the big game right along with everyone else.

You also did additional work for me in two bathrooms; mainly cabinetry, laminate countertops, mirror, oil-rubbed bronze accessories and dual-flush toilet installations. Nothing less than amazing!

I want to also mention the wall, ceiling and exterior deck finishes. The textures and colors inside the house contrast beautifully with the flooring, cabinetry, countertops and fireplace. The stain used on the deck seems to extend the dining room to the outside (an additional room if you will). I am extremely happy that environmentally friendly paints and deck stain were used to freshen up these areas.

I've described most, if not all, of the work you did for me so that anyone you share this letter with understands the extent of the renovation you did for me. It was very nearly a whole house remodel! All of this work was completed in a short period of time (about two months). The workmanship was exceptional – truly surpassing my expectations. The work was done with as little disruption as possible, and you were very accommodating with my schedule and even did some work-arounds when I was at home with the flu for a week. The work was reasonably priced, and there weren't a bunch of change orders to jack up the price. The project wasn't without a couple of little bumps in the road, but you are committed to making it right to my satisfaction.

The best part of working with you is that I felt like we worked together on this project. You were able to take my pathetic attempts at explaining what I like and turn it into something extraordinary. You listened to me, made suggestions and together we came up with a plan and a design. You always treated me with respect and professionalism and for that I will always be appreciative.

My "new" house is awesome; all my friends and family think so and most importantly I think so! I thank you so very much for your work ethic, professionalism and great talent for design and remodeling. I would most assuredly and without a doubt call upon you for any future remodeling project. I am happy and honored to recommend your services to anyone interested in updating or improving upon a home or business no matter how small or big the job! Keystone Remodeling, LLC, rocks!

Again, thank you so much!

MJB