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TO: Steve Behrends / Keystone Design Build  
From: Kevin Borr  
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### **More than a contractor – a Friend**

I met Steve in the middle of a disaster that affected my family to the core. Our four children, my wife and I were all sickened by the effects of a mold infestation of our home. One of our sons was on oxygen and ready for surgery. Our youngest was seeping blood from his cheeks. All of us had pneumonia and suffering from a general malaise.

We had discovered the problem in April and moved into a hotel for what we thought would be two to four weeks. It ended up being six months. Four different hygienist and reclamation teams worked on removing the mold from our home. Four teams were required as the first three did incompetent work and even did damage. To say that Steve was encountering a skeptical if not down right hostile potential customer would be an understatement. The previous contractors had risked the health of my family by doing less than stellar work.

Steve impressed me with his professionalism and demonstration of just one of his great talents – design. We had a bathroom that had a strange layout – I was convinced a more efficient design was possible. I had the prior teams look into this and none came up with anything remarkable. I had spent considerable time trying to come up with something – to no avail.

Within 5 minutes of seeing the space, Steve came up with a design that was perfect! This is not a skill that can be “worked on.” This is natural raw talent.

I can share with you that Steve professionally offered us appropriate choices concerning materials, colors etc. He would tactfully offer his opinion. We quickly learned to defer to Steve’s fine judgement. Save yourself some time and energy!

Steve is a man of faith and actually reflects his faith in how he conducts business! That is a rarity today! I am a businessman that generally leaves nothing to chance when it comes to contracts. For the first time in my life (and I suspect the last), I felt comfortable enough to do business based on a handshake! I am not recommending that you do this – mostly for Steve’s protection and also so that I do not create an implied liability by my recommendation. Of all the people I have ever met – Steve is the only one I have trusted to that level!

Problem resolution is another great attribute Steve possesses. His maturity, objectivity and sense of accurate responsibility coupled with his creativity is all that is required to overcome issues that are sure to arise during any project.

As I alluded to in the title, Steve became a friend of mine! He actually took me fly fishing after I had an especially stressful day. (This was about 4 months into our hotel stay with 4 children!).

This letter does not adequately convey my appreciation for Steve Behrends! I have no doubt that you will be more than happy that you choose Keystone Design Build for your project or home.

Kind Regards,

Kevin Borr