

December 3, 2002

To Aldo, John, Reggie, Boris and The Staff,

I thought we would write to tell you all how so very delighted we were with our backyard and pool renovations. We've already had many positive compliments and it's not even summertime. Our yard has an entirely new look and it even looks bigger. We can't wait till we can open the pool and use our new yard.

We can't say enough about the expert workmanship, professionalism, and pleasantness of your staff. We spent about 4 weeks together and there wasn't one single unhappy incident, nor was there a time when the workers were idle. They always knew what their jobs were and tackled them with sincerity and pride. Nothing was left to 'trial and error' or 'maybe', every situation was calculated and the exact solution was presented and implemented successfully. Everyone was willing to discuss any matter with us and their first concern was always our concerns and what we wanted, never what was easiest for them. I can't tell you how many times Mike and I thanked our lucky stars that we chose your company to do our renovations. Not a day went by that we didn't chat with Aldo or John or Reggie and we regularly chatted with Boris and Dan and Jeff and the gang, even Franca at the office. It was so nice to see that the owners themselves would daily check on the operation, if not work on the site. We were impressed with the efficiency with which John and Reggie returned our phone calls, and always felt we were an important customer. **THANK YOU SO MUCH!**

We will certainly recommend "Backyard Getaways" every chance we get.

Mike and Lucie Muldoon

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