

Elisha K [REDACTED]
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Jackie Braitman
Braitman Design Studio
7201 Willow Avenue
Takoma Park, MD 20912

Dear Jackie:

As you know, by the time I hired you, I had already spent 9 months working with a contractor to renovate my house. The experience had been truly awful, and living through the mess that pervaded my house, the seemingly endless delays, and the frequent "discovery" of new and expensive problems that blew my budget, had really soured me on renovation in general. And sadly, this was from a contractor that came recommended by a friend! Thus, you came to me at a time when I was very skeptical about contractors and construction work, and filled with dread about starting a new job.

Working with you, Mike, and Steve has been an almost unbelievable contrast to my prior experience. Although I was nervous at first about whether the design/build arrangement would be worth the cost, I laugh to think about my hesitation now. Having you to manage the job has left me to actually enjoy the process, because I only have to choose fun things like colors and tiles, after you already have narrowed the choices for me, and the stress of managing the day-to-day work is completely off my shoulders. Your oversight has saved me countless hours, and has allowed me to focus on my real job when I'm at work, rather than having to struggle between managing my job and managing the construction.

I also have appreciated what a great job you've done designing the rooms, keeping in mind space and use issues that I would not have anticipated, and understanding exactly what styles I like -- even when my taste differs from yours. Your communication with me, clear explanations, and organization skills have been remarkable. I'm sure you also have saved me significant costs, by locating supplies from discounted sources that I never would have found, or had access to, on my own.

Mike and Steve, likewise, have done a fantastic, high-quality job, and I am consistently impressed at how clean my house has remained throughout the project. The rooms they are working on have stayed virtually dust-free, and you would never know from the rest of the house that there is construction occurring upstairs. Everything they have done looks professional (and just like your drawings), and I have felt very comfortable knowing that the two of them are personally doing the work. I really couldn't be happier with them.

My only sadness is that I didn't find all of you in time to do the entire house! Thank you so much for all the work you've done, and of course, please feel free to use me as a reference.

Sincerely,

