

George L. Crow  
201 West 70<sup>th</sup> Street, Apt. 23B  
New York, NY 10023

July 8, 2009

Kenneth Kohler  
Metropolitan Painting and Contracting

Dear Kenneth,

I interviewed several contractors before choosing you to do our master bath remodel. You were chosen because your quote was reasonable and you seemed to be well organized and staffed. I have not been disappointed.

I was present for much of the work, but also away during several critical phases of the project. I found your employees to be competent, experienced and friendly. They were a pleasure to work with. They arrived on time, did the work they promised, and cleaned up after themselves before leaving. During the periods I was out of town, the work continued on schedule. If any problems or questions arose, I was promptly phoned and given all the details.

As is inevitable for any project of this scope, we did have to make some changes and also ran into unexpected problems in a couple of areas. You negotiated the cost of the changes in good faith and were reasonable and also quickly solved any problems that were found.

In conclusion, I am thoroughly satisfied with the work you and your guys did and wouldn't hesitate to use your services again. I'll be happy to act as a reference for you.

Best regards,

A handwritten signature in cursive script that reads "George Crow".

George Crow