

December 2005

Crossland Construction & Design, Inc.
Derrick Crossland
8621-D E. Yale Avenue
Denver, CO 80231

Re: letter of Appreciation and Recommendation

Dear Derrick and Danielle

Thank you very much for your outstanding performance as the general contractor for my kitchen remodeling project. I hope that the pictures and narrative below help to describe the scope of the task, and the terrific results!

The project involved a total kitchen replacement. Picture 1 shows what we began with; a very dated kitchen, somewhat dark, and a configuration that severely limited the kitchen. The kitchen was clearly showing its age. Since the kitchen is on the North side of the house, a key goal was to make it as light and airy as possible. Picture 2 shows that I think we met that goal!!

For those whom you wish to share this with, you were the general contractor! And, you and Danielle certainly did a lot of the work, with the utmost quality!

The job started with the total removal of everything in the kitchen – out to the bare walls! Since we stayed in the house throughout the project, our requirement for cleanup, and minimal impact, was very important. Pictures 2 and 3 demonstrate that the ‘demo’, and the efforts made to contain the dust and impact were very, very good.

I wanted to especially thank you for your selection of subcontractors, (the ‘trades’), and your supervision of them. The plumbers, especially, were truly magnificent, and the quality of their work was remarkable! After we took the soffets down, we found the water line and electrical supply issues, and the plumbers were outstanding in the work they did to rerun the water lines and provide new service.

Your handling of the surprises, and your communication and cooperation with us on the issues that arose were superb! The utilities behind the soffets, the structural beams we found when we opened the wall, the selection and delivery of the floor and wall tile, the option to use tile instead of slabs for countertops, and other issues were handled very effectively. Your assistance and cooperation in finding new solutions and suppliers, and your taking the extra efforts to acquire and deliver the materials made everything go much better! Your attention to detail, and your total commitment to the highest quality work ensured that each of these issues was handled in an outstanding way!

Your assistance in working with the cabinetry supplier, and working around the inevitable delays helped us immensely. As a result, our concerns never resulted in worry and stress. We always kept moving forward.

As most remodel project probably go, we made some changes and added a few things along the way. You provided great support, and helped define good options that resulted in great choices, and you delivered outstanding results without a lot of cost creep.

The entire project looks so great because of your attention to detail, and to doing very high quality work. The preparation for, and installation of the cabinetry is perfect! That the final door and molding installations look so good is because the entire process was done superbly!

We particularly like the floor, countertop, and backsplash installations! Your guidance in selection, and the installation and finish really FINISH off the area.

Derrick, thank you very much for and outstanding job. The attention to detail, process and quality that you demonstrate influences the work that your subcontractors also perform.

Derrick and Danielle , thank you very much for the outstanding job!

Jim Leonard