

Donna Fisher, Mineral, Virginia

February 20, 2007

Mr. Mike Bullock  
Mike Bullock Construction, Inc.  
P.O. Box 638  
Ladysmith, VA 22501

Dear Mike,

I want to thank you for making my lake house dream a reality and for helping me through all the stages of pre-construction, construction, and post-construction (punch list).

Prior to construction, I was forewarned that dealing with a construction company would be an awful process, but this was far from the case. *Every* employee of Mike Bullock Construction is a real pro, pleasant to work with, and focused on quality and attention to detail. As I mentioned to you, my architect commented on the high attention to detail and on the excellence of the framing job.

I also very much appreciated the recommendations for improvements to the plans and specs that you, your employees, and your subcontractors made to me during the process. Most importantly, your suggestion that we re-test the soil because of problems with other certification letters was hugely important. On a more minor (but important) point, you suggested the cedar ceiling on my screened porch, and that is one of my favorite parts of my house. There were others, too.

As mentioned above, the framing job was excellent. I also must mention the electrical work, as it was extremely complicated and some was new to the electrician. He took documents home with him to study (not being paid for that time) in order to better understand the work that needed to be done. Very impressive!

The phone calls to check with me before making substitutions or improvements were also very much appreciated. It is my understanding that many/most builders do not take the time to do this, resulting in changes to the house that the homeowner either does not want or does not understand. As you know, some changes need to be made as the house progresses, because every detail cannot be considered in advance in the plans and specs. Discussing the positive changes as well as any negative changes helps to keep the homeowners feel that the construction company is keeping their best interests in mind.

Please feel free to use me as a reference. I would highly recommend you and would build with you again. Your company has the characteristics that are important to me: quality, pleasant, professional, fair, and honest. Plus, it was fun!

Thanks,  
Donna