

December 28, 2010

Regarding: Alex and South Face Creative Builders

**Project Description:** Complete main bathroom remodel. Scope of project included extensive design process and plan, complete demo of existing bathroom and removal of existing finishes and installed all new finishes. New bathroom included new ceramic tile throughout, new custom vanity, new custom cabinetry, new bathtub, new toilet, new sink, new plumbing fixtures, new lighting, new mirror, new accessories, addition of continuous running bathroom air exhaust/fan, plumbing solution to expedite flow of hot water to bathroom, and the addition of new insulation on the outside walls of the room.

**Our Experience:** We could not be more pleased with Alex and his team's work. We love our new bathroom. Alex was very thorough in taking the time to learn our design likes and dislikes. We wanted a design that would freshen up the space yet respect and maintain the time period of the age of our home. Alex took the time to design the space to allow more room and ensure our needs for what we wanted were met and stayed within budget. Updates were provided weekly throughout the entire process and daily during the actual remodel. Alex is a very good communicator and is certain to set and maintain expectations and at the same time respect the customer's desire(s). The project plan and estimates were very comprehensive yet easy to understand, detailing each step of the remodel with key dates and estimated time lines. Our remodel project was on schedule and completed on schedule. Post remodel follow up was above and beyond. Alex was very responsive as normal post project tweaks became necessary, ensuring our complete and total satisfaction. I'm the first to admit that I am not the easiest person to please, but there was nothing, absolutely nothing, that I am not pleased with regarding our experience with Alex and his team at South Face Creative Builders. South Face is a first-class operation from start to finish. We have found our designer/re-modeler for life in Alex and South Face Creative Builders. Summary: Excellent Communication protocol Competent Experienced High expectations of self and team Honest Respectful Clean Conscientious Thoughtful Thorough Diligent. I, without any hesitation, recommend Alex and South Face Creative Builders.

Sincerely,



Tony S & Kevin S