

February 25, 1994

Tim Caulton
Caulton Contracting
12750 Merit Drive, Suite 204
Dallas, TX 75251

Dear Tim:

When my wife and I decided to undertake our recent renovation project, we were virtually deluged by friends and relatives with "horror stories" about their remodeling projects. But, remembering our satisfaction with the roofing job you did for us a while back, we decided to ignore them and go forward. We're glad we did.

Our original ideas for a major remodel, including a new garage and new rooms, were doused by the zoning authorities because of setback deficiencies. With your welcome input, however, we were able to plan out a renovation which has met our expectations and (within the constraints imposed by the city fathers) our needs. Your suggestion of a glass block window for the master bath, for example, solved a crying need for light while maintaining privacy without requiring a potentially leaky skylight. The use of glass block in the living room also provided the much needed light without hindering the arrangement of furniture. These, and other, suggestions which you offered have made the project "work" -- that is, achieve our goals of increased light and openness without having to sell and move!

Many of the "horror stories" we had been treated to dealt with boorish workers and subcontractors who intruded into the tellers' homes, lives and nightmares, leaving dirt, damaged items, poor quality work, and bad feelings. I am pleased to say our experience was just the opposite. Your people were invariably pleasant and polite, extremely concerned with producing quality work, and very careful to remove any trace of their presence except for the work they were here to do. They showed up when they said they would, left when they said they would and, in general, made it easy to plan for, and deal with, the necessary disruption. Your supervisor, Kevin Henderson, was instrumental in assuring that things went smoothly and the outcome was as desired. He was available when needed and saw to it that the few corrections required were done properly. He is a credit to your organization.

The project worked out exactly as we had hoped and meets or exceeds our expectations in every respect. Thank you for a job well done. You can be sure we will recommend your company whenever we get the opportunity -- especially to the folks with the "horror stories"!

Sincerely,

John & Rena S.
Plano, TX