

Welcome to our home and, particularly, our new kitchen. As you are aware, we chose Gliatas Construction for this project. Before we comment on a few items that may interest you, let us assure you that we are writing this exclusive of any monetary gain or enticement of any kind. Simply put, we just wanted to do it.

As unfortunate as it sometimes is in today's society, people have to be worried about companies that take shortcuts in workmanship and exhibit sub-par quality in remodeling projects. Rest assured, if you are considering a project of any magnitude, that will not be a concern by choosing Gliatas Construction. Starting with the owners, Marc Gliatas and Bill Bryan, the attention to detail that this company exhibits is flawless. They treated our project like it was for their own personal home and this attitude is just as evident in their own associates, Harold and Adam. They will not accept, whether from their own efforts or from material supplied by their vendors, anything but perfection. If a cabinetry cut needs to be done numerous times until it is to their, and the homeowner's, expectations; then that is exactly what will happen. This is true for any, and all, aspects of the job.

Some issues and concerns we had before choosing a contractor are listed below with our comments on how those were addressed by Gliatas Construction.

- **Quality** – look around at the photos, it is obvious.
- **Involved ownership** – Either Marc or Bill (and in most cases, both) were on the job site every day. They are very “hands-on” and regularly assist Harold and Adam with the labor required.
- **Communication with homeowner** – No matter how well you think you have it planned, your ideas and conceptions can change as the job progresses. We were continually asked if the project was meeting with our approval and expectations. They would refuse to move forward on a new aspect until we were totally satisfied with what had been completed. They begged us to tell them if we wanted to change anything.
- **Cleanliness** – The concern that Gliatas has for your comfort and convenience is impeccable. They dismantle items in an orderly fashion that leave you with the necessities you require for every day life for as long as possible. The cleanup at the end of every day is fantastic.
- **Honesty, Integrity and Safety** – For all intensive purposes, Marc, Bill, Harold and Adam lived with us during the daytime hours for almost three months. NEVER did we feel we were at risk and NEVER was our personal property in any danger. At times, we were absent for the entire day and didn't have the first concern that any part of our home – physical or personal – was in jeopardy. Also, our privacy was treated with the utmost respect. Additionally, for those with pets, the entire crew would make sure our dog was let out, fed or did whatever was required for her safety.

Major renovations are not cheap and it is natural for people to be concerned when spending their “hard-earned” dollars. We're not sure you can put a price on the “comfort feeling” we possessed throughout the course of this remodel and it has only increased as the job has come to its completion. In our opinion, if you are considering a renovation of any kind, you could not make a wiser or better choice than Gliatas Construction. Enjoy the tour!

Sincerely,

Tom & Betty Cotter