

*Warren White*

172 Chapleau, Dollard Des Ormeaux, QC, H9G 2T6

December 5, 2013

Mr Walter Assi  
**Renovco**  
11355 Cote de Liesse  
Dorval, Quebec  
H4P 1B2

Dear Walter,

I am pleased to report that today Jean Guillemette has installed our cupboard doors and all seems to be in order. The work appears to be well done and any faults from the previous finishing are not apparent.

Walter, as you know, a deciding factor in us choosing Renovco was reputation and warranty on workmanship and material. It was a decision well made. The work done on our bathrooms, kitchen, dining room and floors was well planned, managed and executed. More importantly, post completion support was excellent. There were a number of minor issues which arose, as would be expected in such a large renovation. Olga was always available and prompt in bringing resolution to our satisfaction. The larger issue with the third party supplied cupboard doors was a bit more complex and time consuming to resolve as several parties were involved. However, in the end, decisions were made and commitments honored. Jean came through on his part and managed the de-installation, re-work and re-installation personally, promptly and pleasantly.

I recognize your involvement in all of this Walter. The quality of a company and its leadership is evidenced by how they respect commitments and respond to issues arising after final payment has been made. Johanne and I want to thank you, Olga and Jean for your individual and combined efforts in meeting the Renovco commitment.

Sincerely yours,



Warren White