

January 20, 2013

Dear Bob:

We just wanted you to know how much we are enjoying our beautiful new bathrooms! Before, I didn't realize all the details that were involved. Now, I speak from some happy experience.

When we first planned the re-do, all that we thought of was the layout of the fixtures, their design, and the color of the paint and tiles. But, between that mental picture and the actual sight of the finished rooms, was the construction phase. The old walls had to be demolished and the new rooms built step-by-step. The electricians ran wires and junction boxes, the plumbers ran new pipes, the cabinet makers took measurements, the insulator shot in foam, the carpenters set in new windows and re-sided the exterior, the painter sanded and painted, and much more, as you well knew.

That period can be unsettling to the owners-- the loss of the bathrooms, the sawing and drilling and dust, and the strangers tramping in and out. But, NOT to us. Since I was home all day, I heard and saw it all. I saw that each of your workers was skillful AND respectful of our home. And I mean all of them. I credit you, Bob, with selecting such high quality tradesmen and for planning efficiently.

I credit your construction manager, Kurt Smith, with supervising them, and hewing to the details of the plan as it moved along so that no mistakes were made. Any questions we had, he addressed promptly and to our complete satisfaction. And a beautiful result! What more could we ask?

Thank You, Bob, and Val and all the Flynn Construction folks!

*Dick and May Shapiro*