

July 11, 2007

## Open letter of support

Recently the new construction and renovation to our house at 18 Orchard Parkway in Grimsby was completed by designer and builder Andy Jack of Jack Design Inc. We couldn't be more delighted with the results of all the planning, consultation and construction.

Our process actually began about fourteen months ago when we had our first meeting with Andy Jack. He struck us as a knowledgeable, creative, well organized builder. Over the course of about 3-4 meetings we came to realization that Andy was the kind of builder we were looking for: he was creative, sensitive to our needs and wants, thoughtful, patient and worthy of our trust and confidence. Over the course of a few months Andy took our ideas, reflected on them, mixed in his own experience and creativity and came back with a design that matched our concept. He incorporated some design ideas we never thought of. We immediately liked the idea and then set to work with Andy massaging the design over the next few months. He was always open and patient to questions and suggestions for changes.

The construction process was consistently well supervised and coordinated by Andy. He was always accessible by phone or e-mail. In fact there were times when we were emailing daily to stay in touch with changes and updates. Andy consistently worked in harmony with the Town of Grimsby permit office and building supervision.

Andy's work force was exceptional. His small crew is expert, knowledgeable, friendly, personable, accommodating and extremely tidy. The work site was consistently neat, tidy and safe. His men were extremely trustworthy and of character and integrity. The team always seemed coordinated and in synch. His men were always sensitive to our schedule and needs as we continued to live in the house during the construction phase.

The sub-trades were well chosen, expert, neat and accommodating. Andy clearly had the respect and regard of the tradesmen he brought in. They clearly understood the kind of quality and expertise that was needed and wanted by Andy.

All materials in the construction of the house were again expertly chosen by Andy for their quality and creative design. This combined with the choices we made for plumbing fixtures and all the other items helped create a well balanced, highly effective, creative design.

Andy's care for detail is very noteworthy. He is very particular and does not settle for inconsistencies in workmanship or design. Andy was quite prepared to do it the right way, the creative way rather than the fastest way – quality and craftsmanship always took precedence over expediency.

The entire accounting process for the project was clear, transparent and open. Timelines for payments were reasonable with all the financial details disclosed and discussed before the final contract was signed. Change orders and additions were handled with appropriate written notifications. The entire process was responsible, responsive and accountable.

Timelines in any construction need to be reasonable and elastic because of the vagaries of the building process. Timelines as much as possible were followed. When delays occurred Andy was quick to notify us and gives us explanation and assurances.

In sum, it was a friendly, professional, productive, cooperative relationship that took our ideas from the conceptual realm to the bricks and mortar of reality. Jack Design Inc. is a creative operation that can turn ideas and dreams into beautiful realities.

Respectfully,

Ken and Leslie Boichuk