

College Works Painting Reference Letter
Mr. and Mrs. Thomas Deming
230 South Prairie Avenue
Arlington Heights, Illinois 60005

I am writing to commend one of your branch operators, Kelly Bindon. Kelly came to our door in late spring offering us the opportunity to learn about College Works Painting.

Mr. and Mrs. Thomas Deming
230 South Prairie Avenue
Arlington Heights, Illinois 60005

College Works painting
1505 East 17th Street, Suite 210
Santa Ana, California 92705

August 7, 2004

Dear Sir or Madam:

I am writing to commend one of your branch operators, Kelly Bindon. Kelly came to our door in late spring offering us the opportunity to learn about College Works Painting. Her approach was very professional, yet warm and friendly. We scheduled an appointment for an estimate. When she returned, she was thorough in her assessment of the property and knowledgeable of the various products available for us to choose. Her quote was reasonable and a contract was signed that evening with a tentative start date in mind.

Kelly kept in close contact with us by phone during the time period between the signing of the contract and the actual start date. She informed me of when she and her crew would be coming over and what work they would be doing. She was attentive to my own schedule and planned with me in advance the times when I might have needed to be home when the crew was working.

Kelly was very accommodating in helping us to choose our colors. On more than one occasion, we found ourselves changing the color because the original selection from the color chart looked different when it was tested on the actual wood. She was very familiar with her products and guided us in our final decisions.

Kelly did all of the "prep" work herself. She was at the house on a number of occasions, often when no one was home. She always called to let us know that she had been there and what had been done. We were always kept informed about the time schedule.

We were blessed with consecutive day of good weather; there were no delays. The crew that worked with Kelly was polite and cooperative. Kelly made it clear that she was responsible for their safety as well as their performance. At the end of every day, the site was cleaned and she conducted a "walk around" to show their progress along with their plans for the next day.

At the end of the job, a final inspection was made to guarantee our satisfaction. Kelly was kind enough to leave us with the name and address of the supplier in the event that we need to do any touch-ups in the future.

We received many compliments from our neighbors about the finished job. We would not hesitate to recommend College Works Painting. Kelly was an outstanding manager. As I had mentioned to Kelly, our only regret was that they do not do interior painting!

Sincerely,

Tom and Mary Ann Deming

*Mr. and Mrs. Thomas Deming
230 South Prairie Avenue
Arlington Heights, Illinois 60005*

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