

Jamie Craig  
Renaissance Restorations, Inc.  
211 E. Merrill, #413  
Birmingham MI 48009

April 17, 2017

Dear Jamie,

We want to express our appreciation for the excellent restorative work you provided for our home in the Ford Homes district.

As a near total-loss insurance claim it was difficult for us to imagine how well it was going to turn out when the work began, let alone while working within the constraints of the insurance settlement. However, the results of the restoration were stunning – we have had many, many complements on the work (particularly from the insurance adjustor!) that has updated the historic home interior to a highly functional modern home while retaining its original charm. Your advice in the renovations was especially useful by recognizing current trends in space management and using this knowledge to tweak the interior to give it a fresh but mature feel – this combined the best of both worlds, which is difficult to achieve in any circumstance.

Your management and negotiation with the subcontractors was much appreciated. You used your years of experience to have the contractors focus on the key needs, which made it a win-win for everyone – the contractors were clear in what they needed to do, the project proceeded on schedule, and costs were contained. The project was complex and large; once the insurance company gave the green light, the project moved on time and to a high standard of workmanship. We also want to thank you for your regular updates and discussions – they were appreciated and alleviated any concern we might have had.

We would also like to say that it was a pleasure working with you. You were always pleasant and patient, and we always had the sense that you were working in our interest.

Thank you for your great work and patience. Of course, if we have future construction or renovation work in the area you will be first on the list and we would be honored to provide a reference for your services at any time. Please feel free to provide our contact information to anyone who may ask.

All the best,

Handwritten signatures of Ron Brost and Kristine Brost in black ink. Ron's signature is on the left and Kristine's is on the right.

Ron Brost, PhD P.E., Manager, Apple Inc.  
Kristine Brost, JD LLM, Attorney

PS. As a footnote, within a week of completion we received a strong offer for our home that exceeded our original expectations by a wide margin – clearly the buyer is as impressed with your work as we are!