

**Jay and Nancy Coakley**  
**1107 Heatherwood Ln.**  
**Ft. Collins, CO 80525**  
**970-416-1325**

# Memo

**To: Rick Splittgerber, Splittgerber Construction, Inc.**

**From: Jay and Nancy Coakley**

**Re: Home remodel**

Dear Rick,

Many thanks for the job you did turning our 1973 town-home into a larger, brighter, and more comfortable place to live. Adding 600 square feet, taking out three major weight bearing walls, creating a great room, redoing the kitchen and master bath, and integrating a two story sunroom into the remodel was a major job, and we are very pleased with how it turned out.

The subcontractors were a pleasure to work with; each did his job professionally. You handled the inevitable problems in a responsive and fair manner. We were especially pleased that you made good on everything we discussed through the remodeling process, even when it required going back and redoing a couple of things that were not perfect.

Being able to trust you made the entire project less anxiety provoking than it could have been. When we experienced a time crunch we were happy with how your and your staff worked to accommodate our needs.

Finally, we appreciated your billing system, documenting all expenses for materials and labor, and presenting them monthly in comparison with original estimates. Remodels are never easy, but it was nice to know that you were concerned with our needs and interests through the entire process. Many thanks to you, Robin, and the others who work with you,

Jay and Nancy Coakley