

September 5, 2019

Dear Karl Bagwell:

I just wanted to take a moment to send a heartfelt thank you to Gregg Sajkowicz and the whole Yankee Remodeler team that worked on our project, helping my family rebuild our house following a devastating fire.

Right from the beginning, asking Yankee Remodeler to do the work, I knew I had made a great choice. I walked Gregg through the damaged house and he took detailed notes and measurements for each area that needed work done on it. From rooms that were complete gut jobs to ones that needed minimal work on, all the spaces got treated the same. I can also attest to Gregg's professionalism when dealing with the insurance company. He was always willing to meet with them and get things ironed out so that he and his team could start work as soon as possible.

I can't say enough good things about the whole team that worked on our house. From the Project Manager Gregg, to the man on the scene daily, Peter Keramidas and his team of Tanner Slade, Kyle Hinds, and Floyd Rome. They all kept me informed of everything going on along the way. I never felt like I didn't know what was going on in the house. From issues that would arise, to giving me choices and letting me know that this will cost us extra or we can save money by doing it another way and still have it look good. They'd let me know when I needed to make decisions and associated timelines so that I wouldn't hold them up from doing their work and gave me plenty of time to take care of things. Even when I didn't have a clue on what to do, they always had ideas. There were even times I turned the decision over to them, and there's not a single thing in the house I'm disappointed in. I'm sure there were times when I made a nuisance of myself but they never made me feel like I was a bother to them. They really treated the work as if they were doing it in their own homes.

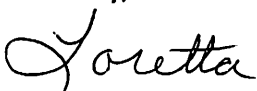
Even the subcontractors Yankee used were professional and did fantastic work. Full Scale Electric, McCarthy Plumbing, James Salls Roofing, DiNardo Painting, Patti at Riverhead Building Supply, and Dave, who did our floors, were all fantastic to work with. I recommend all of these people (and Yankee as well) when people ask me about who's worked on my house.

What makes it even more remarkable was the time in which they completed the work. When the fire happened, it was just before school started. I had a lofty goal in my head of trying to be back in our house by the time the next school year started. Not having any clue about how the process worked, I'm sure my time frame from fire to a newly rebuilt home would've scared away most people. But I think that right from the start, Gregg and his team shared in my dream and believed they could do it. Given all the red tape, hoops to jump thru, and processes to follow that insurance companies make the insured and builders alike go thru (I feel this is especially true in our case), it simply amazes me that from the first time they entered the house to start work to the time it was turned back over to us was only about 4 months. And like I said earlier, the work was top notch. It's not like any corners were cut. Gregg & Peter were amazing at keeping things going and coordinating all the contractors who needed to get work done in the house.

I know there was tremendous trepidation about taking this job on and I'm sure there were plenty of times along the way when you felt like pulling the plug. I also want to say a huge thank you for believing in your team and being extremely patient with me while I dealt with the insurance company. It definitely made things a little easier for me and I truly appreciate it.

I wish you and Yankee Remodeler much continued success in the future.

Sincerely,



Loretta

Gales Ferry, CT