

[REDACTED]

From: James [jw [REDACTED]]
Sent: Thursday, September 28, 2006 9:22 AM
To: [REDACTED]
Cc: [REDACTED]@nubilt.com
Subject: Thank you NuBilt

My thanks to you is long overdue! Please feel free to use this letter as a testimonial to the quality of your business, staff, and the services that you provide. You may also feel free to use me as a reference for your future projects.

On December 9th 2005 I received a call from my HOA Property Management Company saying that there was flooding reported in the condominium unit above mine, and that I might want to come home to see if there were any damages to my property. When I got home the sight was surreal. Water was every where inside and out. It's hard to comprehend the reality of such a situation. For me, reality was my water soaked ceiling falling down before my eyes.

Shortly after my arrival, several members of the NuBilt staff introduced themselves to me, and Issa (the General Manager) was on his way. Once on site Issa assessed the situation, and calmly advised me of the next steps with an amazing degree of sensitivity. It was obvious that he understood the importance of this disaster in my life, and he had my respect for that.

It took 6 months from that day before I was able to move back home. Despite the litany of hassles I had with the other parties involved, I found everyone at NuBilt to be **polite, personable, and professional**. Not only did you repair my home, you helped me make several improvements along the way including an extensive remodel of my kitchen (which I love).

I recently had a housewarming party. At one point there were 8 people standing in my kitchen with no problem, which never could have happened before! Thank you so much for helping me turn this disaster into an opportunity for a wonderful bit of remodeling along with several other home improvements.

My sincerest thanks to Issa, Janell, Jessica, Omar, Wayne, and everyone else at NuBilt! With your help, my little condo is now a place that I am proud to call my home!

James W [REDACTED]
[REDACTED] Condominiums
Aurora, CO

9/28/2006