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Reference:
Mr. Steve Behrends
Keystone Remodeling

24 September 2001

Subject: Letter of Recommendation

I am writing this letter to express our **total satisfaction** on the remodeling of our home recently completed by **Steve Behrends** and the **Keystone** team.

When Mabelle and I were considering a contractor for major work on our Victorian Bungalow, we spoke to our neighbors and friends that have had major remodeling done on their turn of the century homes. As Victorian homes pose unique challenges for even the best, we wanted a specialist we could trust with our home and investment. Steve was the only contractor that **previous clients expressed complete satisfaction in his work, professionalism and work ethic.**

We met with Steve and he **listened** as we explained **our goals for our home**; new roof, siding and front porch built to retain the Victorian look, modern electrical upgrades, thermal insulation and correct some structural problems. Our situation was further complicated by substandard work by a previous owner. After a joint inspection, we discussed options on how we could achieve our goals while remaining within our budget. **Steve's imaginative approach and suggestions** ultimately resulted in our **cost savings.**

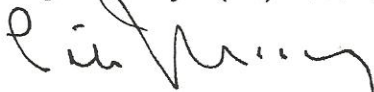
Once the work began, we were very impressed with the Keystone employees. They reflect **Steve's work philosophy**; his workers are at the **right place**, at the **right time** with the **right materials** to do the **job correctly.** Steve is a **participative manager and leader**, on the job when and where the work is being conducted.

His ability to keep us informed on progress, code requirements and our options allowed us to make **educated, informed decisions** at key points during the project. This was no easy feat as I was in Angola, Africa during the aforementioned project. After meeting Steve, seeing his work, reviewing our plans and talking with his other clients, Mabelle and I had **no reservations** having the work done while I was abroad.

I rarely give an **unequivocal recommendation** but I will for **Steve Behrends.** He is the only contractor whom I will **trust** with my house and to work while I am not present. This is the degree of trust that we have in Steve and the Keystone team.

As lengthy letters rarely serve their purpose, please e-mail me at mooseyp@hotmail.com for any other information you would like. Write Keystone in the subject line and I will do my best to respond immediately.

Sergeant Major (ret) Peter J. Moosey



Mabelle M. Moosey

