

Ken Jones Construction, Inc.  
11 Furman Heights  
Fairport, NY 14450

Dear Ken:

We wanted to write this letter to commend you for the wonderful work done on our house. The new cheerful dining space, wonderful wood floors and pretty patio have transformed our family life. You were fun to work with during the initial design phase of the project and throughout the project. Thanks for understanding our particular quirks and "engineering" mentality.

During the project execution, Ken and Andy were such a great team. Both were very pleasant and personable, yet took great care to cause as little disruptions as possible. We could count on them to be there, to work hard, to listen and to achieve amazing results.

Both budget and schedule expectations were met and any issues that arose during the project were quickly resolved. We would be happy to recommend your company, and specifically Ken and Andy, to anyone considering a renovation. Thanks again for making our first foray into a construction project a positive one. We are proud of our new space.

Ken, Tom and Andy did a great job  
in every way. They were a pleasure  
to have on the job - they communicated  
with us, worked to put us back in  
business as best they could every day,  
worked hard - you could see lots of progress  
every day and the quality of the work  
was outstanding. Please use Marge and  
I as a referral any time.

Mr. Ken Jones  
Ken Jones Construction, Inc.  
11 Furman Heights  
Fairport, New York 14450

We have a gorgeous new kitchen -- many thanks to you, and we are delighted!

Having you as our contractor through the complete remodel of our kitchen has been a most pleasant experience, and one that was made less painless (past experience has told us that remodels can be **very** painful....) by you and your staff's most professional manner at all times throughout the project.

We would be remiss if we did not make special mention of Tom Ginett, a master craftsman for sure. His expertise, patience and diligence, was evident from the moment he began working. Your other workmen were also very professional as well, and did great work, however, Tom spent the most time here, and we marvel at his meticulous craftsmanship.

I have to admit that when I read the "clean up and vacuum every night" in your contract, I was not sure that this would "really" be done, but it was done, and well, and every night! What a difference that made. Your workmen daily made sure that we had a working sink, and at least one working light, so we could utilize the kitchen in some fashion in the evenings and on the weekends during the entire project.

We must also give much credit to Kate from Dell's Kitchens, who worked in conjunction with you. She was easy to work with, always pleasant, and had fine expertise in design. She gave answers to the many questions we had immediately, or researched them quickly for us.

We are so enjoying our new kitchen, its' efficiency and its' beauty - everyday! Your overall expertise shows in every nook and cranny, and that speaks volumes of the excellent workmanship you aspire to.

We would recommend you highly for any remodel or new construction, and have already done so to many. If we ever have another remodel, or new construction project, we would seek your services without a doubt.

Thanks for a most pleasant experience, and such a beautiful new kitchen!

Ken Jones Construction, Inc.  
11 Furman Heights  
Fairport, NY 14450

Dear Ken:

Now that we have finally put all the finishing touches on our kitchen, we wanted to take this opportunity to thank you and your crew for the terrific job you did on our extensive kitchen remodel.

From the first mound of dirt, to the final tap of the last nail, you and your team are to be commended for the knowledge, efficiency, promptness and professionalism exuded by all involved with our project.

Our first contact with Kate Vanderbrook at Dell's House of Kitchens, who designed our dream kitchen, was as enjoyable and professional as our daily dealings with your main crewmembers of Tom and Tom, as well as the rest of your staff. As you know, our kitchen project was the second such investment we entrusted to you and your crew because our first experience was such a positive one.

For all the reasons above, we'd like to thank you once again for our new, beautiful kitchen! We would welcome the opportunity to show it off to anyone who would like to see the quality of workmanship involved with a kitchen project such as ours. Please use our name as a reference for anyone who wishes to see the value in hiring a reputable contractor such as Ken Jones Construction.

Ken Jones  
Ken Jones Construction, Inc.  
11 Furman Heights  
Fairport, NY 14450

Dear Ken,

Ellen and I just want to let you know how much we appreciate all you have done for us in rebuilding our house after the fire.

Your help at the beginning dealing with the insurance company was invaluable. Your experience and expertise helped us negotiate a fair settlement with our insurance company quickly and efficiently. The cost proposal you prepared enabled us to start the rebuilding process within two weeks of the fire. The cost proposal was very complete and accurate. All aspects for the rebuilding process were included so there were no surprises at the conclusion. Our house was completed ahead of schedule and within your original proposal.

The workmen you provided were all conscientious, friendly, and professional. The quality of their work was excellent. Jim Luttrell was especially professional and helpful. He went out of his way several times to make sure all the work was done to our satisfaction.

We feel we are very fortunate to know a contractor like you who we can trust to do quality work. It was a pleasure working with you.

Thank you for helping and coming through for us in our time of need.

*Dear Ken:*

*Now that we are done with our remodeling projects, I wanted to express how satisfied we are with the final results. The four-season room, master bath, and basement addition have brought compliments from our friends and neighbors. This three-story project went smooth and is of high quality. You would never know the rooms weren't originally there.*

*Our family room entertainment center and crystal cabinet are first class. The quality of workmanship and attention to detail is noticeable as soon as you walk into the room.*

*Your crew took great care for our property, trying to cause the minimum of disruption. We were very comfortable leaving our home in their care while we were out of town.*

*I especially want to commend Ken Beaumont and Tom Gannett for their work and patience in this extensive remodeling project.*



Ken Jones  
11 Furman Heights  
Fairport, N.Y. 14450

Dear Ken,

As you know, when Les and I were trying to find a contractor to build an addition to our home, we called some of the people whose letters of reference you included with your brochure. With this letter we would like to offer our own recommendation to those considering hiring you in the future.

Beginning in January of 1998 we spent many months attempting to find a contractor. Before contacting you we interviewed several prospective contractors and gave them copies of our architect's plans. Without exception, each of those contractors failed to return calls or meet with us at scheduled times. As the months passed we grew more anxious, as we were expecting a child in October, and hoped to have the construction completed (or at least begun) by the time the baby came. In August another contractor (a friend of a friend) gave us your name.

In interviewing contractors, we were aware of the problems that many of our friends and acquaintances have had - jobs taking twice as long as expected, costs running well over the estimates, and workers disappearing in the middle of a job. These were concerns we had as we tried to decide who to hire. We feel fortunate to have avoided these problems by hiring you.

We met soon after we contacted you. We were pleased to find that you kept all appointments and returned all calls promptly. You provided us with a detailed estimate sooner than some of the other contractors who had our plans and information for months. You were the only contractor to note that the plans included a feature that we were not aware of, and did not want (a beam protruding below the ceiling of the family room). You suggested an alternative to the architect and handled the change in design.

When we decided to hire you, you provided us with a detailed contract with a starting date about one month after we initially met. Work began on time. We found your employees, particularly Doug Mryglod and Jeff Freer, to be hardworking and conscientious. In fact, they began work by 7:30 or 8:00 and worked full days. There were even occasions they worked well into the evening or on week-ends. They were pleasant, but not intrusive. We were comfortable having them around the house when Les' children were home, and after the baby arrived. In addition, you regularly stopped by to inspect the work, and were available to address any problems along the way.

The final product - the new roof, bedroom, walk-in closet and remodeled bathroom - has been admired by all of the friends and family who have visited recently. We are very happy with the job you did, and would recommend you to anybody considering a home improvement