

Hi Jason,

We are 3 weeks into our project and we could not be more pleased with the staff you have at Ispiri. As a project manager, Eric has been outstanding. When we have had questions, he promptly returns our phone calls. His communication is thorough and he has followed through on all of the many, many details. The weekly meeting is very helpful for us, so we know what is planned for that week and can answer questions and make decisions.

Tom and Joe are the framers working at the house and their workmanship has been excellent. They clean up every evening and are so respectful of the fact that we're living in the home and have kids. We really appreciate the attention to the project.

And Lisa and Tom have both been terrific to work with. Lisa has worked with our schedules and our thousands of questions.

Please share our thanks to the crew and the subcontractors working at our house. They are making great progress, and are working with us to make the impact to our lives a little less.

Ken and Kathy

---

Hi Jason,

I hope you had a great summer! I'm sure you're gearing up for the showcase - thank you again for thinking of our project for the showcase - we are excited to be part of it.

We have been meaning to send you some feedback regarding our project. Our apologies for taking so long. (We've been too busy enjoying our new space!!)

In summary, our experience with Ispiri was truly outstanding. As we had told you before, this was our 4th major project on our house, having twice gone with some smaller companies (2 - 3 man companies), and once having gone with a major remodeler (which ended up not being a good experience). Our experience with Ispiri was hands-down the very best, and we wish Ispiri had been around when we first started on our "money pit"!

From the very beginning in our meetings with Ispiri, the collaboration was fantastic. You, and your team; listened to what we wanted, were open to our ideas, were responsive, and most importantly, your team came up with some awesome creative solutions. Given we were considering two

other companies to go with, we greatly appreciated your transparency. What really meant a lot to us is the commitment you personally made to deliver a high quality project on time - and you and your team did exactly that.

We wanted first to share some feedback about the team we worked with - you certainly have great people on your team:

The team we worked with included Tom Robey, Eric Wiseman, Lisa Keller, Tom Fagan, and Joe (I'm so sorry I don't know his last name!). All of whom were fantastic to work with. We were sorry to hear that Tom and Eric are no longer at Ispiri. But want you to know that Eric really was exceptional as a project manager. He was at the job frequently, knew where everything was at, was unbelievably responsive, and always calm, and always made the customer feel like we were right and that what we were asking was completely reasonable (trust me, I know we were not always reasonable and easy to work with!).

Tom was great to work with throughout the design. Again, responsive, listened to our ideas and incorporated them into the project. He was very patient with us, and stayed connected throughout the project.

Tom and Joe were outstanding to work with. We sent an email early on in the project commenting on the quality of the work, how respectful they were of the fact we were living in the house, how they came to know us and our kids. There were several times during the framing that they stopped what they were doing to point out something to us that we had not considered. One of those items was where the hallway angled and the width. Without their thought in the project, we would have ended up with a hallway that really didn't flow, and that we would not be able to get any big items through. In our office, we had some unique flooring/foundation work to deal with and an electrical panel to deal with. They both came to us with their ideas and suggestions - and the outcome (how they covered the curb and concealed the electric panel) is pure perfection.

Words cannot tell you how exceptional Lisa is. Her input on design, selections, flooring, etc - wow! She is so talented, so good with the customers, so patient. You'll have to ask her about the lighting we have over our island. Needless to say after several meetings, and hours, with us, we ended up selecting the first lantern she showed us that she liked.... She was with us throughout the entire project, and her attention to detail and responsiveness were so greatly appreciated.

Regarding our process, overall it was very good. We had a 3 month project, and despite some unexpected challenges (that required us to

have a charcoal fire in our driveway for a week!!) the project was completed within one week of the schedule!! You have a fantastic process in the weekly meetings with the project manager at the house, and sign off regarding how the project is moving. And the fact that your project managers are present on the job. Don't move away from that model - it works!

Our only experience that was challenging was around the cabinets. In the end, our cabinets are phenomenal. Mike did an outstanding job - and we have had so many compliments on the quality of our cabinets and cabinet detail. The mantle over our fireplace catches your eye right away and so many people have commented on it. What was less than ideal was the process in designing the cabinets. We think what happened is that at the time we signed our contract, Ispiri had just hired someone to "own" cabinets, but they weren't yet in place. We had an initial meeting with Tom, and then had a second meeting with Lisa, and then a meeting with Tom, Lisa and Mike (from Detail). There were some items lost in translation throughout as it seemed to change hands. Finalizing cabinets took much longer than it should have. In the end, everything turned out beautifully, but it was challenging. We're not sure how you do it now, but from our experience, we would recommend that you include your designer from the very beginning. There was SO much that Lisa contributed to our cabinet meetings, and so many things that we weren't aware of, that she brought to the table - she really kept the whole process together and we are so grateful to her for that.

We had followed Ispiri over the past few years, and observed the quality of your work. We are so thrilled with how our home turned out and are so proud of our home. When we talk with friends and family we strongly recommend Ispiri, and will continue to do so. You exceeded our expectations and we will be forever grateful for the work your team did - it is simply beautiful.