January 25, 2008

Attn: Jason Fabio, Ispiri

Dear Jason and Jamie,

We have reached the end of a long and significant remodel of our home with you Ispiri and I wanted to take a minute to provide you with some feedback. First, I want to thank Jamie and Tom for the tremendous job they did in managing the project and addressing things as they came up. Ispiri is very fortunate to have both on its' staff. Second, we are extremely pleased with the final outcome of this four month project that included the demolition and total remodel of the entire first level of our home.

As we all know, no significant remodel is without its unexpected events and issues and we had ours. What was more important to us was the way Ispiri handled them. On the most significant matters everyone got involved from Jason on down to ensure that we were happy with the outcome. Deb and I believe that Ispiri went well above and beyond its responsibilities to ensure that we were happy with the end result. Ispiri far exceeded our expectations in all respects!

Additionally, with a significant project like this, patience and good communication are essential on both sides. Ispiri was very organized in its planning approach to our project, providing decision making and target dates for all of us to follow. Ispiri staff routinely kept us informed of the weekly, and sometimes daily, plans for work on our home either through telephone calls or emails and was very available when we had questions. Frequently Jamie and Tom met with us onsite to review the progress of the project or to discuss aspects of the remodel. This level of communication and availability was very important to us. We appreciated the final touch when Jason and Jamie, in separate trips came out to look things over and make sure that we were more than satisfied with everything.

Without hesitation we would recommend Ispiri to our friends and family (and already have). There was a true concern for quality and making the "homeowner" happy and the Ispiri staff, without exception, was a pleasure to work with. We wish Jason, Jamie, and Tom all the best and a prosperous year for Ispiri.

Sincerely,

Mike and Deb