

David & Gayle

Dear Mike, Janet, Jim, Paul and James:

It has now been one year since we occupied our new home. Gayle and I would like to thank the B.O.L.D. Family for delivering on its promises.

We were apprehensive about building a new home in Kentucky while living in Texas. Your experience and thorough knowledge about the residential construction business quickly became evident during the design process. Mike's insight about site selection and impact on cost was helpful. Suggestions made during the initial floor plan layout were helpful and enhanced both the functionality and aesthetics of our home.

We felt much more comfortable when, during the construction loan signing, one of your competitors remarked to us that while they were sorry they did not have our business, they assured us we would be very happy having selected BOLD as our builder. Our comfort level only increased as we met with your suppliers. Everyone was very complimentary about your company. It was evident you had established a trusted group of suppliers that enjoyed working with you.

We especially want to thank Janet for her patience with us during the specifications review and material selection process. While this was an intense exercise given that we lived so far away, she was diligent to make sure everything was reviewed and covered. Your use of Co-Construct as your integrated work management system was extremely helpful. James surely worked behind the scenes to resolve material and equipment issues which came up.

It was evident that Paul kept close watch during the construction process. I especially appreciated his calling to address field changes when necessary. He was always available for a phone call, even after construction was completed.

Response to warranty issues was both timely and to our satisfaction. Jim did not rest until each issue was resolved.

As a professional engineer, I worked over forty years delivering industrial and commercial projects for the process industries and in health care. I saw my share of shoddy workmanship, contractors cutting corners, and projects that did not meet the customer's expectations. It was always a pleasure to work with knowledgeable, fair and trustworthy contractors. BOLD is a contractor of integrity with whom we had the pleasure of working with to build our lifelong dream.

Thank you,

David
Gayle