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J & M Plumbing Heating, Cooling and All Ways Handyman Service
407 Garden Road
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To Whom It May Concern:

In the fall of 2006, we decided that we were ready to remodel our kitchen. After looking at new cabinets and working with several designers, we decided on a plan for the kitchen which would give us more room for storage, eating and cooking. With plans in hand and an order for custom cabinets on hold from Lowe's, we began interviewing contractors to perform the work for us. We met with several contractors and decided to go with J & M Handyman services. The primary reason we chose J & M was their bid price, which was considerably lower than other estimates we received.

Due to the fact that we were working with a rather small window of time to get the job complete, we needed to have reassurance that the work would get done in a timely manner once it was started. Jeff Paulsen and his crew at J & M assured us that they could accomplish the job within our time frame, as long as we had all of the materials available to be installed.

Due to the window of time we had to work with, the cabinet order from Lowe's had to be replaced with an order from Completely Kitchens, a company Jeff recommended we contact. The cabinet order from Completely Kitchens was considerably less than the order from Lowe's and was promised to us in just two weeks.

With everything in order, we scheduled to have the work begin on November 6, just three weeks before Thanksgiving, when we were to host family for dinner. On the first day, the construction crew had completely gutted our kitchen and began preparing to reconfigure the walls, plumbing, and electrical for our new design. On the following day, we requested that the crew also remove all of the old linoleum flooring, which was not part of the original bid. This was done promptly and professionally, and the crew soon moved on to other portions of the project. By the end of the first week, we had most of the new electrical components installed, which was the only part of the job that was subcontracted out. The company Jeff contracted to do the electrical work did an outstanding job. When we decided that our original plans for the lighting were wrong, the electrician and the rest of the crew from J&M came out and fixed everything promptly.

Once all of the electrical and drywall was complete, we asked Jeff for a couple of days to get the flooring installed, as we had a tile installer from another business contracted for this part of the job. We also needed time to paint the walls before the new cabinets were installed, which had arrived after only 2 ½ weeks. Upon completion of the flooring and paint, the crew from J & M came in on a Saturday, as promised, to work on the installation of the cabinets. After the cabinets were installed, Randy and his crew from Completely Kitchens arrived to install the countertops, and J & M installed the appliances, including a new gas range, for which a gas line was installed, a new refrigerator with a new water line, and a new dishwasher with a water line. By noon on Wednesday, November 22, our kitchen was ready for use, just under 24 hours before we were to start cooking Thanksgiving dinner.

Although there were still a few minor details to be finished, we were able to celebrate Thanksgiving in our new kitchen with our family.

The following week, Jeff and his crew returned to finish up by installing the rest of the trim, hooking up the exhaust from the over-the-range microwave to the exiting outside vent, making a box to hide the exhaust vent, and rerouting the original heat and AC duct from its spot in the middle of the floor to an inconspicuous spot on the toe kick of one of the base cabinets.

With all of this work complete, we now have a beautiful, modern kitchen in which we can cook and entertain. Overall, we were very pleased with the work performed by J & M Handyman services. All of the people who came to work at our home were professional, courteous, and respectful of our property and our needs. Additionally, Jeff pointed us to Winnelson Gallery, where we found a nice sink and faucet fixture to complement the rest of the kitchen.

Throughout the entire process of remodeling, Jeff maintained contact with us to ensure that everything was done according to our wishes, including waiting for a lighting plan, advising us on how and when to have the flooring installed, and answering any questions we had about the project. Another nice thing about this project was the way in which the billing was handled. At the beginning, Jeff explained to us that we would not have to put any money down up front, but would be billed on a weekly basis for the work that had been completed. Knowing this, we were ready to make the suggested payments, knowing that we were not paying in advance for anything yet to be performed. Overall, we are very satisfied with the work that J & M Handyman Services did on our kitchen. Knowing that most jobs like this can actually end up taking longer and costing more than planned, we were more than pleased that our kitchen remodeling project came out on budget and was completed in a timely manner. The job site was cleaned up nicely when the work was done, and our home now has a new dimension to it, thanks to the hard work of Jeff Paulsen and his crew at J & M Handyman Services and J & M Heating, Cooling and Plumbing.

Sincerely,

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