

[REDACTED]

Karl Beckmann Enterprises
49 Chamberlain Avenue
Novato, CA

Dear Karl,

I want to take the opportunity to thank you for being the engineer and contractor on the redwood retaining wall project at my home. I was satisfied with each aspect of the process and know that I made the right decision in asking you to handle this project.

As I look back, I am so pleased with how smooth the entire project proceeded. And the crew was terrific. To be specific, let me highlight what stands out to me:

- The contract was very clear, including defining each employee that would be on the job, their length of employment with you and their hourly salary
- Work was continuous (thankfully we had no weather delays) and the job was completed on schedule
- Cost containment was considered throughout, both for materials and labor
- My concerns were considered and respected all along the way
- Each evening, I was appraised of 'the next step', including plans for the next day and which workers would be here.
- The crew would be limited to only those necessary for the specific days work
- The crew was here promptly each morning, were hard-working, considerate and friendly.
- Each inspection was satisfactorily passed on the first visit
- Working with an engineer/contractor combination was a plus and likely both a time saver and cost saver
- When not working here, you were always easy to contact

Final cost: Engineering costs came out within the estimate and labor/materials costs were 20% above the initial 'casual-conversation' estimate mentioned at my dining table. In all fairness, I never requested a more definitive estimate after the engineering plans were prepared.

I look forward to working with you again. If anyone wishes to contact me, you have my permission.

Thanks so much,
Etty Dolin