

Casco Dorado Condominium Association

To whom it may concern:

It is my pleasure to write this unsolicited letter of recommendation on behalf of Donny and CPR Painting. I had no prior relationship with Donny, but met a member of his staff at a Condo Association Meeting. I received four bids for this project and Donny was in the middle of the price quotes. His presentation was professional detailed and complete.

The project consisted of repainting 57 units, a pool house, and clubhouse and carport fascia's.

This was a challenging project to coordinate around other work that was happening at the time, plus working with the residents in a 55+ community is always a challenge.

I give CPR high marks in the following areas:

1. Quality of work performed. Top notch. The crew took the time to properly prepare the area and used care around plants, masking off all areas, protecting vehicles, and surrounding areas.
2. Quality of work crew. Outstanding. Professional, in uniform, courteous, respectful, knowledgeable, adaptable, and clean. Each day the work area was cleaned up. I was comfortable with their trustworthiness and having access to open front doors for the day. The crews wore clean uniforms. Ate lunch in a designated area near the trailer, I never heard a radio and saw no one smoking while working and I never found 1 cigarette butt. (A pet peeve of mine)
3. Project management and coordination. A very coordinated system of trenching, pressure washing building and mansards, stucco repair, caulking, masking and sealing, spraying and back rolling and then cutting in. Then preparing the doors and finishing them. After that the foreman did a punch list, and then a field manager completed another punch list with me, all the while Donny was dropping in unannounced on the project. Great team effort and management.
4. Integrity and professionalism. During the project when it became clear a few unforeseen extra items such as some back screen doors needed addressing Donny, assessed the situation and simply took care of it with no upcharge. Actually the contract came in exactly as estimated. No extra charges. All residents were happy (remarkable in a condo community and spoke highly of the crew.
5. Effective communication. I was kept informed daily of the progress, what was being done, if a rain day was being called, if questionable weather and crew would be minimized I was informed. I never had to leave a message with Donny or Jeremy his field superintendent. Always one of them would answer.
6. Flexibility. When landscape or irrigation crews showed up, the crews simply worked around them.
7. Homeowner communication. Excellent, door hangers were posted ahead of each phase of work and they were flexible in scheduling work on the doors and helping the residents remove personal items.
8. Worksite appearance and neighbor relations. Donny provided his own porta potty, placed away from residents and kept tidy. He parked his trailer out of the way and it was kept clean and trash free.

In closing I cannot say enough good things about this company. They are a rare find and I enthusiastically recommend them. Please feel free to contact me at any time and to come visit the property.

Sincerely,

Nick Nicholson
Casco Dorado Condos
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