

February 28, 2013

Pro Painting & Contracting  
2022 Quay Village Court, Suite 202  
Annapolis, MD 21403

Jeff,

I was glad to hear from you yesterday. I'm happy to hear that your business continues to grow and that you're looking at many more projects for 2013 and beyond.

As President of the Harbour Marina Village at Chesapeake Harbour, and the past President of the Chesapeake Harbour Community Association, I am very familiar with the work you and your company have done in our community over the last 3 years.

It is my pleasure to write this letter of recommendation for you.

First let me speak on behalf of the Harbour Marina Village Board. Back in the fall of 2009, we asked you to bid, along with several other contractors, to paint the exteriors of our 3 buildings. Our plan was to paint the 1st in 2010, the 2nd in 2011, and the last in 2012.

Your proposal was competitive and thorough, and the sample boards you provided helped us select the colors and sheen for the siding and trim. You know how critical that decision was. It really made our decision to hire your company quite easy.

Three years later, and with all buildings completed, we could not have asked for a better experience or outcome.

You lived up to the letter of the contracts, and more. When we ran into a problem with the direct sunlight on the uneven siding on building 3 last year, we were about to panic. I saw you out there at 7:00 am the next morning with representatives from Sherwin Williams, and within hours you had samples of a flatter sheen on the building for our inspection. The change of sheen solved the problem and your crew re-painted that entire side of the building at no additional cost to us. All of the Board members were amazed at how fast you reacted to the problem. Most of the resident weren't even aware of the problem because it was fixed so fast.

Speaking of your crew - Carlos is fantastic. His English is flawless, and his Spanish must be pretty good, as well. The crew reacts to him quickly. He never seemed flustered or bothered when our homeowners were asking questions about procedure or timing. You're lucky to have him working for you. The guys were always busy, methodical, neat, and courteous. The clearest indication of the crew's good work is the total absence of complaints. There were some schedule questions over the 3 years but NO complaints. Even though I know that's true, it's still hard to believe. We have many other contractors in our Village for all different projects, but you guys rate # 1 with us. It's truly a pleasure coming into our neighborhood knowing that the good job your company did is the first thing residents and visitors see. It says so much about our community.

As past President of the Chesapeake Harbour Community Association, I've heard great things about the work you've done in First Village from residents and the Board of that group. In addition to the two complete buildings you've done over there, I have seen all the stairwell rehabs, deck and spindle sealing, and chimney stack re-staining your crew has done. Everything looks great. Other than small maintenance jobs, you are their exclusive painter and will be painting another full building this year, plus large parts of two others. Keep up the good work and we'll keep putting our trust in you.

Please feel free to share this recommendation with other community Boards, homeowners, and property managers. If anyone would like to contact me, have them try my email first, but they can call me on my cell, as well.

If this recommendation helps convince even one potential customer to go with you, I'm thrilled to help. You deserve it!

Thanks again to you, we appreciate what you've done for us.

Paul McPartlin  
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Past President, Chesapeake Harbour Community Association  
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