

519-792-0386 cell
fmdenath@gmail.com

August 22, 2019

6045 SANTA ST.
LASALLE, ON.
N9H 2S2.

To whom it may concern:

Letter of recommendation - Marc Masotti.

Marc Masotti of Masotti Construction Inc. was hired by us as the project manager to facilitate us with building of our house. I had no prior relationship with Marc. He was recommended to us by a Millwork contractor friend of mine. My professional commitment and time restraints required me to contract a project manager to oversee construction our home.

Marc's services as a project manager were invaluable, and I am extremely satisfied with the outcome. I had two homes built prior to this and the quality of this home far exceeds the previous two homes.

Recommendations and comments are based on:

1. Quality of work performed. The work done was of the highest quality. The subcontractors who were knowledgeable, skilled, and competent in their respective trades. They were conscientious about following project specifications which rarely needed improvement or revision.
2. Quality of work crews. The workmen Marc utilized were professional, reliable, courteous, and respectful of the property and our privacy. They worked diligently (often 10-hour days, some Saturdays), with excellent work ethics, strong safety orientation, and emphasis on getting the work done right rather than doing it fast. Their pride in their work was evident. They tidied up at the end of each workday. I also found them to be trustworthy, and my wife and I felt comfortable with allowing them access inside our home.
3. Project management and coordination. Marc's prior experience working in construction really paid off. He was knowledgeable about all aspects of our project, and was able to plan, coordinate and manage the activities of different work crews effectively. He remained closely involved in overseeing the project from start to finish. His excellent attention to detail, strong organizational skills and commitment to follow-through are assets which enabled him micromanage our project without missing a beat. Marc's familiarity with building codes and dealing with city hall also facilitated a smooth and hassle-free process when it came to building permits and inspection.
4. Integrity and professionalism. Throughout the project, I was impressed with Marc's commitment to generating a top-quality product, rather than maximizing his profit margin. When situations arose where extra work needed to be done, if the work was minor he took care of it without undue extra costs, but when required for more elaborate work he involved me in an informed decision making process that culminated in a change order and cost which was judged to be fair.
5. Effective communication. Marc kept me closely informed of work crew schedules, delivery dates, and projected completion dates during different phases of our project. His communication (whether by cell phone or email) was always clear, informative, and helpful. He was either available on his cell phone, or returned my phone call within 2-3 hours. We had not a single miscommunication throughout the project. His communication with the work crews was just as effective.
6. Flexibility and effectiveness in dealing with unexpected developments. When unforeseen problems surfaced, Marc worked diligently with us to identify a solution that was acceptable to us. He utilized resources effectively and creatively He directed the work crew to make changes necessary for implementing the solution.
7. Responsiveness to homeowner's needs and concerns. Marc's commitment to homeowner satisfaction was evident in his actions. The required when I brought a request or concern to his attention, he listened attentively, and always took appropriate action that demonstrated responsiveness to my needs or concerns. His service orientation is truly described by the motto: "The homeowner's needs come first."

8. Truth in advertising. In his proposal, Marc gave a clear breakdown of costs for each facet of the project. His contract was just as detailed in describing the work to be done and the itemized costs. Same with the change orders. When the project was completed, all the work was done as described and agreed upon, and there were no hidden costs, extra expenses or unpleasant surprises. As a homeowner and customer, we felt Marc delivered exactly what he had promised, at the agreed upon price.

9. Value. I had solicited three bids for my project. Although Marc's bid was not the lowest, I am absolutely convinced that he delivered the best value (in terms of the work done) for the price.

10. Sensitivity to worksite appearance and neighbor relations. Our project required a huge dumpster and a portable toilet (for the work crew), and there was very limited parking. Marc's placement of the dumpster, portable toilet, and construction materials was based not solely on function and convenience, but showed a consideration for the aesthetics of the worksite. There were no significant complaints. Three different neighbors complemented the work crew (e.g., "those guys really work hard").

In closing, I am very pleased with the final product which Marc was instrumental in delivering, and I am extremely impressed with his work as a general contractor. In a world where shoddy workmanship and poor service are unfortunately all too common, Marc is indeed a rare find, I believe that exceptional work should be recognized. I would not hesitate to hire Marc again, or to recommend him to my friends and colleges. I recommend Marc Masotti to you most enthusiastically, and without any reservations. If you have any questions about my experience with Marc, please feel free to contact me directly.

Sincerely yours

Fareed Denath
