



## Letter of Recommendation

October 4, 2014

When I opened the mail today and read that we had just been awarded the **2014 Cape May County Chamber of Commerce Beautification Award** for the **Best Overall renovation** my thoughts were it is time to sit down and thank those who made it possible.

A work Colleague highly recommended D.L. Miner and encouraged me to obtain a bid before deciding on a choice of a builder. That reference was the beginning of the best decision I ever made in choosing a contractor.

The old saying this is not our first Rodeo certainly applies to my husband and I since we been privileged to restore numerous buildings in the Cape May Area. Both commercial and residential projects have been undertaken by us over the years. With our past experiences we thought there was not even in existence a builder of the caliber of a D.L. Miner. I tell you this because we were skeptical right from the very start and often thought this has to be "too good to be true". Right from the start the bid package alone blew away any of the competition on detail and professionalism. With yet again skepticism I took the pain staking time to call all of the references provided in that bid package and to my amazement each person that I reached out to got back to me with raving reviews of satisfaction. One element during those early vetting stages that resonated with me was that each person made mention of their ongoing satisfaction, long after the completion of their project. Each mentioned how much they appreciated once the project was finished, weeks, months and years later they were still a priority to the D.L. Miner organization.

We have been finished just a few months and I can tell you that what we now understand is most important to them is our COMPLETE satisfaction. We know that what they promised they more than delivered and have continued to deliver even long after they were finished. We are so pleased with the vendor choices they all wanted to deliver a superior product and they all mentioned to us they were honored to be working on a D.L. Miner project and it showed in their quality workmanship.

Once we chose them as the builder we were assigned right from our initial meeting Jim Barnes as project manager and the SUPER SUPER Wayne Lord as the Building Manager. Wayne Lord is a gentle giant of a man with a work ethic second to none. He was patient, kind and generous with his expertise and his knowledge. He and his crew of men were on the job literally through rain, sleet and snow getting this massive project to completion. They were the first to arrive each day and the last to leave at night they were always polite, caring and willing. I can still see Wayne on his back underneath the desks in the new office area making sure all of the connectivity was just right for my opening day. Wayne took the time to measure my old office desk formation area and paid close attention to every detail as to how the move would be made and it was PERFECTION thanks to him.

Jim Barnes kept me on track, pointing me in the right direction with all of the vendor/material choices, though my champagne taste often exceeded the budget he did his best to reign me in. Jim oversaw all of the details for us with incredible precision and professionalism. Jim helped to bring the vision into focus while Wayne simply plugged along with all of our choices, changes and time restraints to bring our dream to fruition enabling a masterpiece to rise up from the rubble.

Please understand that this was a twofold project this was not only a 3700+ sq. ft. private home but it was also a 4700 sq. ft. office build out. They took a former 4700 sq. ft. single story abandoned WAWA building and created a two story award winning project. D.L. Miner adhered to all the commercial details while still attending to a private home being built simultaneously. It wasn't an easy project yet we never saw them sweat even under our pressure to finish sooner than later. D.L. himself oversaw the finer details when necessary and always made himself available. Now there is BECKY..... ok men I don't think this ship would sail without the ever present, ever accurate..... BECKY. Becky is the glue that organizes the masses and keeps us all on track. Becky is our Shero in the D.L. Miner organization.

We have so many to thank for our beautiful home and our magnificent new office building. D.L. Miner is a man of his word, demanding excellence and not settling for anything less. That example has earned him the respect of his peers and has made his organization a force to reckon with. I know what it takes to demand excellence within an organization and set a goal to exceed our client's expectations. D.L. Miner has exceeded our expectations and the highest compliment anyone can receive is a satisfied customer and a letter of recommendation.

Thank you one and all for your gracious and kind spirits throughout our project. We feel as if the D.L. Miner organization is now a part of the Homestead/Chew family. We cannot thank you enough for making our dreams come true. Yes you are ***"too good to be true"***, you are one of a kind and second to none. Thank you!

Sincerely,

Dagmer Chew, GRI, ABR  
Broker/Owner