

# ROMANEK PROPERTIES LTD

*A private investment/development organization since 1959.*

Todd Nelsen  
Woodrow Development, Inc.  
3663 Woodhead Drive  
Northbrook, IL. 60062

Dear Todd,

As a very satisfied client I have wanted to get this letter off to you for quite sometime. When I first considered using Woodrow Development several years ago for a build out in the building that I manage I called several references that you had listed in your brochure. After speaking with two or three people and hearing such enthusiastic praise for the quality of your work, I decided to give your company the job. I was extremely pleased with how the job went and I have not used another contractor other than Woodrow Development in the building since then. I have been a Property Manager since 1985 and have dealt with many construction companies over that period of time. I have found Woodrow Development to compare most favorably in the following areas;

1. Your response time to get to me a ball park proposal using just a preliminary space plan is excellent and is always very close to the final proposal given to me when you do the actual take off from the working drawings. This rapid response is important in that I need your numbers before I can get off a proposal to a potential tenant. A long delay and the tenant goes to another building.
2. Once the job has been awarded plans are immediately into the village for permit with no time lost. There is always a meeting with the tenant to go over the working drawings, finalize carpet, paint, base and cabinet selections and in general explain to the tenant what you are going to do. Everyone has a clear picture of what is going to happen and when it is going to happen before the construction begins.
3. Management and Tenant are given a construction schedule that, in my experience with Woodrow, has almost always been adhered to except for one or two instances when the workers may have been off a day or two. In those cases I was informed ahead of time and you knew the delay was not significant for me or the tenant.
4. The job site remains meticulously clean throughout the build out period as well as hallways used to gain access to the suite that is being built out.
5. Communication between the construction supervisor and the building manager is excellent. If I am not able to reach him on his cell phone I leave a message and he returns my call in a short period of time.
6. The quality of work done by the individual contractors under your supervision is excellent. The "punch list" is either non existent as in the build out that you

completed for me several weeks ago, or is limited to just a few items. The final walk through is a breeze.....

7. I have never gotten billed for any unforeseen "extras" as has happened to me numerous times when working with other companies. It is so nice to get the final bill that states a certain amount of money owed to Woodrow and then reads "Per Proposal"!!
8. The people that I deal with, from the owner of the company on down to the workers on site, are professional in dress and attitude and are a pleasure to work with.

I have tenants in my building that insist that I use Woodrow Development for their work. Another tenant was so pleased with the quality of your company's work that the person in charge of overseeing the construction of new offices will be calling you to bid on new offices that they plan on opening in the Chicago and Milwaukee area.

I have taken the time to write this letter for one reason. Woodrow Development, Inc. is an exceptional company to deal with and I feel that companies that do quality work should be commended. I would be pleased to speak to anyone who might be considering using your company as their contractor. Please feel free to use me as a reference whenever one is requested. I look forward to working with you and everyone else associated with Woodrow Development, Inc. as we begin our next build out sometime in the next week or two.

Carol Olsen  
Property Manager – Two Northbrook Place  
Romanek Properties LTD