

July 24, 2007

Daune and Paula Maddy
Piney Island Builders
29 Broad Street
Berlin, MD 21811

Dear Duane and Paula:

We wanted to say thanks for all you have done to make our house a reality. So we decided to give you our impression of the process of “building a house” as our way of thanking everyone that we worked with at Piney Island Builders.

What does it take to build a house? It takes a detailed set of architectural plans and specifications that evolve from an idea to a wish after many meetings, emails and phone conversations. It takes a well organized construction plan that is crafted from years of experience. And it takes a financial plan that details costs and profits according to the construction plan while staying true to the homeowner’s ability to afford their dream.

Most importantly, it takes a dedicated group of professionals to create architectural plans, expertly translate these plans into action-oriented construction schedules while staying within the homeowner’s financial expectations. Of course, a group of professionals needs top level leadership and vision to keep them on course.

We set out in the spring of 2006 on the “build a house” adventure. Our first stop along the way was with Jeff Montgomery, then Sales Manager, and now VP of Sales and Marketing. Jeff was always friendly and upbeat, but most importantly, he responded quickly to our questions, needs and ideas for our new house. We started with a stock Bridgeport plan and made many modifications and custom choices. Assisting Jeff was Wesley who calculated what our custom ideas would cost. With costs in hand, we conferred with Jeff and in fairly short order, our plans took shape. Many thanks to Jeff for his invaluable help in creating a great set of architectural plans and specifications.

In the early summer of 2006, with architectural plans in hand, we kicked off the building process with a “pre-construction” meeting. Duane Maddy, Piney Island’s owner along with his wife Paula Maddy, set the stage for the building process. Duane and Paula’s vision, as we came to learn, is that each house is built to their high standards as if they were going to live there. Over time we found that vision was not just idle talk. In the field and with his employees and sub-contractors, Duane made sure that everyone understood what was expected of them or they would face a lot of “do-overs”.

Also at the pre-construction meeting were Tim Twigg and Meg Lesosky. As time passed, they became the “Meg and Tim Show” to us. Tim has years of experience with a large national builder. But those years of experience don’t adequately describe his dedication to Duane and Paula’s vision to build it right. Tim takes the “it’s my house” approach

very seriously when supervising construction. And Meg supports Tim and serves as the “go between” person. Meg talked to us almost daily and communicated our needs to Tim. Then Tim oversaw schedules and sub-contractors and tried real hard to meet demanding time deadlines.

We learned how important schedules are in the house building process. In fact, one thing that separates Piney Island Builders from others in the area is their ability to build a quality house on time. There are so many things that can and will go wrong, that sometimes it seems like a miracle that the house is completed on time. But they do it house after house and made it happen with ours despite environmental setbacks, poor soil conditions for the foundation, and even an ice machine drain that “watered” our new hardwood floors. No challenge proved too tough for the Meg and Tim Show along with Mark and Adam, their able assistants.

Behind the scenes was Robin who sent us weekly schedules and supported Duane, and Margaret who sent us letters outlining where we stood with allowances and Julie who was always a pleasure to speak with when she answered the phone. There are others that we have left out possibly because we had more limited contact with them. But everyone we spoke with was always pleasant, courteous and helpful.

Now that we have moved into our new house, we can only say a resounding “thanks!” to Duane and Paula and all of the wonderful Piney Island Builders staff. We love our house and marvel every day at how our idea became a wish and then a reality.

Our best to all that helped with our new house!

A handwritten signature in cursive script that reads "Eileen & Gary Deutsch". The signature is written in dark ink and is positioned above the typed name and address.

Eileen & Gary Deutsch
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