



elizabeth schroeder consulting

October 7, 2014

To Whom It May Concern:

It is my pleasure to write this letter of recommendation for Rich Palmaccio and RTJ Construction. My greatest challenge in writing this will be for it to not go on too long, because I have nothing but the most positive things to say about Rich and the people he works with.

From minute one, Rich engenders in you a sense of confidence, reliability and professionalism. I think we'd only met once before I handed over my house keys. He is trustworthy, and has a great deal of experience with not just construction, but also materials and some design. And although he will do whatever you wish, the smartest question I ever asked him early on was, "What do you think?" I learned quickly that he understood my style and knew when to check in and when to just keep moving forward. And I couldn't be happier with the results.

Initially, I connected with Rich to redo my kitchen and upstairs bathroom, neither of which had been updated since probably the early 1970s. I gave him a sense of what I wanted, and we worked together through emails and texts to identify the hardware we thought would look good, the right tiles and colors, and more. My use of "we" there is intentional – Rich is not your contractor, he is your partner. And if you welcome that kind of a relationship, you will end up extremely happy with the results.

The second project he did was the outdoor patio and fence and the painting of the exterior of the house. I don't have enough adjectives to describe what he did. I was traveling while this work went on, and at this point in knowing him, all we needed to do was look at some stone options together. I gave him a general sense of type of fence and said "I trust you." The job was done – early – and I could not be any happier with the patio. The house looks like new. In fact, I had asked Rich to do all this work with the intention of selling. After I saw what he did, I didn't have the heart to leave.

Rich is the leader, and one of his greatest skills has nothing to do with being a contractor – it has to do with being a manager. He hires outstanding, reliable workers who were affable and as trustworthy as Rich is. In addition to working hard and doing excellent work, they cleaned up at the end of every day. In fact, I had a friend come by

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during one of the projects who couldn't believe there was work going on because there was so little dust.

With every project, there are always little tweaks – minor corrections that have to come up. For so much construction work, there weren't that many – and with each one, Rich responded quickly and never got defensive. All he did was have it corrected. I had one issue with the tub that was reglazed, and Rich spoke up before I did that he thought it could have been a better job. So he reached out to the company that did the glazing and they came back. Quite simply, he took care of it. That's how Rich works – he takes care of everything.

I would never dream of using another contractor for work on my house, minor or major. Rich knows the right people, has great instincts, and is a joy to work with, from start to finish. I have been burned by contractors in the past, and Rich is the real deal. You will not be disappointed.

Sincerely,

A handwritten signature in black ink that reads "Elizabeth Schroeder". The signature is written in a cursive style with a long, sweeping tail on the final letter.

Elizabeth Schroeder, EdD, MSW