

July 14, 2014

K & L Homes
3300 Chisholm Trail
Bismarck, ND 58503

To Whom It May Concern,

My wife and I have just finished our one year anniversary of moving into a beautiful new home in Bismarck, North Dakota. We are new to the area and didn't know much about housing, where to live or getting trustworthy, good help. We met with couple of different builders trying to find someone we felt we could trust. Building a new home is obviously is very involved process and in today's world we need someone knowledgeable in the industry with good connections. We have found that and more thanks to K & L Homes.

The building process was very educational. We absolutely recommend the online computer software and very accurate accounting that takes place through the co-construct website. All ordering and changes as well as comments and concerns were answered typically promptly via the website and sometimes in person or on the phone.

We cannot believe how, responsive Chad was to our needs as we have some special circumstances with a growing family and lots of kids. The building crew was obliging to every request. Recommendations were given by Chad. He did some wonderful things for us that cannot have a price put on them. Even the subcontractors that worked through K & L Homes were extremely accommodating. At one point my wife was watching the home being framed and saw that the laundry room was going to be a bit small. She mentioned this to the framer. The next day the wall was moved. There was no reservation about doing everything to help keep us happy. Another small example of how accommodating this building company is, under the stairs just inside our front door we put a "Harry Potter room". We asked the framers if that area could be left open so our children could have a special room to play and hide. They were totally willing and now we have a small Harry Potter room under the stairs. This essentially cost us nothing.

Besides a great quality home which is custom and very unique to our needs, the K & L warranty is absolutely unbelievable. You will not find better anywhere. There were a few things that we found over the first couple of weeks that were fixed a very promptly without any questions or concerns. But after this time, over the last year, we have had the subcontractors and specialists that work with K & L Homes back in our home fixing small issues and even fixing new issues that had nothing to do with building. Our custom flooring was done very appropriately in conjunction with the manufacturer. The K & L team went out of their way to make sure was done as appropriately as possible. We are so happy with it and they have even come back to adjust a few things to make us even more satisfied. We are very pleased with our home and are so grateful for the hard work and customizations that we have some this builder. If we were going to build a home again we would absolutely do it with K & L Homes with high recommendations. We are glad to call Chad our friend. Please feel free to contact us if you have any questions and good luck building.

Sincerely,

Jeff and Erin Nelson