

From: Mike
Sent: Tuesday, March 10, 2015 3:28 PM
To: Tom Wells; 'Jeff Leer'; 'Pete Lacic'; 'Aaron Urban'
Cc: 'Kathy'
Subject: Great Floor!

Gentlemen:

Kathy and I are extremely pleased with the hardwood floor laid down by Tom Well's excellent crew. Thank you all very much.

This was the fourth ash floor and the third attempt to replace the original floor damage in the October 2013 flood. We were skeptical about ever getting the floor properly restored. We were pleased with how careful and responsive the Greater Seattle Floors workers were in putting the boxed flooring in the house to acclimate. It was a bit disappointing to see so many darker pieces when Aaron opened one of the flooring boxes and laid out the contents. The original floor was almost totally blond and with each succeeding floor, the amount of dark wood increased. The dark wood content in the open box was substantial, perhaps as much as 50%. On the positive side, the flooring boxes were about a foot longer than the previous material which permitted longer planks and there were only a few very short pieces. We were also pleased with the matt finish.

The McBride crew did a good job moving the furniture and appliances out and back in without any mishap. The flooring crew was remarkable. The three happy Ukrainians swiftly and neatly removed the old floor and installed the new one in just two days. Before they started we discussed our concerns with them such as spreading out dark pieces and trying to keep the use of short pieces at the wall ends of a run of plank. Before nailing a plank in place, they carefully laid out most of the floor in each room and moved planks as necessary to achieve a beautiful, balanced effect. The crew was scrupulous in protecting walls and cabinets and keeping the site clean at all times. They worked tirelessly, telling jokes to each other in Ukrainian, taking few breaks, and working an 11 and 13 hour day to get the job done. (The last flooring crew was sullen and seemed to always be on break) The flooring crew solved flooring problems such as uneven transitions to other flooring in minutes with beautiful results where others had taken hours and often had to redo the work. The crew laid the floor quickly but with great care.

The resulting floor exceed our expectations. Besides having no obvious visible defects, the floor is beautiful with a pleasing mix of light and dark planks. (We now like the dark planks.) Even the long and short plank arrangement and location of the plank-end joints is pleasing. We commend Greater Seattle Floors, Tom Wells, and especially the flooring crew for doing a great job in providing us with a beautiful floor that we all hope will stand the test of time.

Best regards,

Mike