

Ron & Sandy Diamond

Southampton NY

John Rives

JER Developers LLC

Southampton, NY.

It is my pleasure to write this unsolicited letter of recommendation on behalf of John Rives (JER Developers LLC). John built a part tear down part new construction home which ended up totaling 10,000sf. I had no prior relationship with John, who was recommended by a friend of my son-in-law. The scope of the work involved ripping off the entire roof and second floor, rebuilding it with a new roof, and adding on extensive footage to both sides of the home. The project took 10 months and today has a market value of \$12 million. The house is considered a modern contemporary home. While building a home is inherently stressful for almost any homeowner, JER's services as a builder were invaluable, and I am extremely pleased with the final result. Specifically, I would give John top marks in the following areas:

1. Quality of work performed. The quality of work done was consistently top notch. JER used subcontractors who were knowledgeable, skilled, and competent in their respective trades. They were conscientious about following project specifications, and their work product rarely needed improvement or revision.
2. Quality of work crews. Other than one relatively minor exception which JER promptly addressed once I brought it to their attention, the workmen whom JER utilized were professional, reliable, courteous, and respectful of our property and privacy. They had an old school work ethic (often 10-hour days, including Saturdays), good work habits, strong safety orientation, and emphasized getting the job done right rather than doing it fast. Their pride in their work was evident. They tidied up at the end of each workday. I also found them to be trustworthy.
3. Project management and coordination. JER's prior experience working in construction really paid off. They were knowledgeable about all aspects of our project, and was able to plan, coordinate and manage the activities of different work crews effectively. They remained closely involved in overseeing the project from start to finish. Their excellent attention to detail, strong organizational skills and commitment to follow-through are assets which enabled them to juggle the extensive details involved in our project without missing a beat. JER's familiarity with building codes and dealing with the town hall also facilitated a smooth and hassle-free process when it came to building permits and inspection.
4. Integrity and professionalism. Throughout the project, I was impressed with JER's commitment to generating a top quality product, rather than maximizing his profit margin. When situations arose where extra work needed to be done (because of hidden

- problems that were not apparent until work on the house had commenced), JER either (if it was relatively minor) took care of it without charging me extra, or (if it was more extensive) involved me in an informed decision making process that culminated in a change order which was fair.
5. Effective communication. JER kept me closely informed of work crew schedules, delivery dates, and projected completion dates of different phases of our project. Their communication (whether by cell phone or email) was always clear, informative, and helpful. John was either available on his cell phone, or returned my phone call within 30 minutes. We never had a single miscommunication throughout the project. His communication with the work crews was just as effective.
 6. Flexibility and effectiveness in dealing with unexpected developments. When unforeseen problems surfaced, JER worked diligently with me to identify a solution that was acceptable to me. They utilized resources effectively and creatively and directed the work crew to make changes necessary for implementing the solution.
 7. Responsiveness to homeowner's needs and concerns. JER's commitment to homeowner satisfaction was evident in their actions. On the few occasions when I brought a request or concern to their attention, they listened attentively, and always took appropriate action that demonstrated responsiveness to my needs or concerns. Their service orientation is truly described by the motto: "The homeowner's needs come first."
 8. Truth in advertising. In their proposal, JER gave a clear breakdown of costs for each line item of the project. Their contract was just as detailed in describing the work to be done and the itemized costs. Same with the change orders. When the project was completed, all the work was done as described and agreed upon, and there were no hidden costs, extra expenses or unpleasant surprises. As a homeowner and customer, I felt JER delivered exactly what they had promised, at the agreed upon price.
9. Sensitivity to worksite appearance and neighbor relations. JER showed a consideration for the aesthetics of the worksite. The work crew parked their vehicles in ways that were minimally disruptive to the neighborhood traffic, and their conduct never caused any discomfort to our neighbors. During this project, there was not one single neighbor complaint! Instead, several different neighbors passed on compliments about the work crews (e.g., "those guys really work hard").

In closing, I am very pleased with the final product which JER was instrumental in delivering, and I am extremely impressed with their work as builders. In a world where shoddy workmanship and poor service are unfortunately all too common, JER is indeed a rare find. I have been a homeowner for many years, and I took this unprecedented step of writing an unsolicited letter of recommendation for JER because I believe that exceptional work should be recognized. I would not hesitate to recommend them to my friends and neighbors. I recommend JER to you most enthusiastically, and without any reservations. If you have any questions about my experience with John, please feel free to contact me. Finally, after a great experience with our home construction I acted as investor for another project built from raw property, ground up to key in the door in Southampton with John doing the building. The experiences I mentioned above were exactly the same for the spec home we did together.

Ron & Sandy Diamond
A very satisfied homeowner