

To Whom it May Concern:

I would like to provide to you my whole-hearted endorsement of Mr. Steve Burglund and the entire Great Bear Builders team. You will be in good hands; I'm certain your project will be completed on-time and in budget and to your full satisfaction as my projects were.

I hired Great Bear Builders upon the recommendation of a friend after an exhaustive vetting of local contractors. Great Bear Builders built two custom townhomes for us as well as completed remodeling and re-roofing jobs on other buildings. Steve forwarded several superb ideas for changes that greatly enhanced the functionality and value of the properties.

The crew was a delight to work with. They are all hard workers and were very respectful on the construction site: no loud radios, no course language, no litter, etc. Steve runs a tight ship.

I've worked with several builders on new and remodel construction. These things impress me about Mr. Burglund and Great Bear Builders:

1. Integrity: All dealings were complete, honest, and transparent. Steve's word is as good as gold.
2. Attention to Detail: There are literally thousands of details a contractor needs to be aware of when building a custom home. I was awed by his memory and ready grasp of all details from refrigerator dimensions, to trim paint color codes, to carpet specs, etc.
3. Commitment to Excellence: Everything was completed with the high standards of an old-world craftsman. Of the few items that needed touch-up, Steve's eye found them before I did, and they were immediately fixed. On a complex project such as at the construction of a custom home, there will always be a few surprises. How the contractor handles these separates the true pro's from the amateurs. Steve hit every curve-ball out of the park.
4. Helpful: At every step in the planning and construction process Steve provided helpful, timely, and beneficial advice. He works very well with ancillary entities such as city building officials, insurance adjusters, bank officials, etc. In fact, his dealings with these officials hastened the projects completion on more than one occasion.
5. Execution and Leadership: Ultimately the final product and the satisfaction of the client will make or break a builder. Steve warrants his work fully, and enforces proper warranty work from his sub-contractors. This is easy for his business to do because things are done right the first time.

As you search for a contractor, I would advise you to recognize the vast differences of the backgrounds and experiences of contractors. Some get a license after a few years working as an apprentice carpenter, hang a shingle, and begin their business. Often these builders lack the all-important financial budgeting knowledge and managerial expertise. Others are college grads with degrees in construction management, but sometimes fail to provide the personal touch and delegate the liaison work to foreman with less long-term interest in customer satisfaction than the owner. The last group has the right mix of skills in managing their own business, your project, and provide true customer satisfaction. Great Bear Builders is in this group. Before you hire, do your homework! It will save years of heartache. Most Flathead builders are talented and capable, but there are a few that routinely exceed their budgets, transfer money and man-power between different projects at the customer's detriment, or have poor relations with sub-contractors. While these builders are very few, it always behooves the customer to investigate as thoroughly as possible.

After having worked with Mr. Burglund and the Great Bear Builders company, I attest that it has been a great experience. I look forward to future projects with this company, and heartily recommend them to you with no reservations.

Sincerely,

Curt McIntyre
TTEE/Member
Siyeh Vista, LLC