

September 13, 2018

To whom it may concern,

Like many others, we were hit hard by Sandy and became a mandatory lift with more than 50% damage. It was a daunting decision and not a project we were eager to do, especially after having been displaced for 13 months to rebuild our one story ranch.

We met with and got quotes from several contractors. Thankfully, we selected Ben's General Contracting, Corp. for the job after taking our neighbor's glowing recommendation into consideration. From day one when we met with Tony for a quote to the last day when Don declared we were officially completed, Ben's was with us every step of the way. They patiently explained everything in terms we could understand before we started and then again as we approached each milestone in the overall project. We used the architect they recommended (Jim Prisco). He was as reliable, knowledgeable, and helpful as they promised he would be.

Ben's pricing was in line with the other quotes we received. Costs and expectations were clearly outlined in the contract and explained to us before signing. Anything we decided to do along the way that was outside the parameter of the contract was billed separately as a change order. Those costs were detailed for us before the work was done. They made certain to have a signed change order from us before performing the work and the costs were more than fair. They adhered to the timeline established from the beginning. Of course there were circumstances beyond Ben's control. Weather, change orders by us, inspections by NYR and the buildings dept., gas/water/electric companies... However, they always managed to roll with whatever came along and still got us back home before our rental lease expired.

The office support staff was incredible. Tara and Tyra went above and beyond on more than one occasion to handle anything that came up along the way. Among other feats they expertly dealt with the City of Long Beach's building and water departments, filled out and filed all necessary paperwork, and tracked down a supervisor's name and number for the gas company so we could beg them to change their reconnect schedule (which they did). If either was unavailable the other would always lend a hand. If unable to assist, my call was returned promptly. Tara and Tyra were knowledgeable in the house lift/NYR process. They explained things to me and answered the many, many questions we had along the way. Debra handled the weekly billing as we progressed. The invoices clearly listed by line item what the billing was for. Any change order invoices were handled separately and clearly marked as such.

The onsite crew we cannot praise enough. The quality of work done was top notch all the way. No corners were cut; every aspect of the job was done expertly. Any unexpected issue that arose we were immediately informed of. Don went above and beyond to work through an issue we were having with the front deck stairs. He dealt directly with our architect and offered us three viable solutions. (We are very happy with the one we chose). Don and Mike were both very understanding and guided us along the way whenever we had any specific requests or questions about the process. All phone calls and emails were returned promptly.

Equally as important to us was the way the crew handled themselves. The jobsite was always cleaned up at the end of the day and the property was fenced in. The dumpster never overflowed. We were greeted with a wave and a smile whenever we stopped by. Someone would quickly step in a muddy mound to get my mail so I wouldn't have to. Don, Mike, or a lead crew member would stop and explain what they were doing that day and show us what was going on. Our surrounding neighbors all came to us and told us how great Ben's crew was. They were impressed by how neat everything was and the quality of the work, there was never construction debris or lunch garbage blown onto their properties, no loud music blaring, no shouting or cursing, and they were friendly and courteous.

In closing, Ben's General Contracting, Corp. did everything they could to turn a project we feared would be a nightmare into one as pleasant as a major construction job could be. The contract is structured so that all agreed upon parameters of the job are clearly listed with costs and payment schedules outlined. Their pricing is fair with no surprise or unexplained invoices. They adhered to our agreed upon timeline. The office support staff is knowledgeable and helpful. The quality of the work and the work ethic of their job site crew are second to none. We highly recommend Ben's for your house-lifting project and welcome any questions you may have about them.

Sincerely,
Ginger & Steven H.