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We have been very happy with Kreider-Diller from the start of our major remodel project to the very end. They treated our proposal very carefully, which was reassuring for us when we selected them to do the job. Bill Keays the project manager was very solicitous and our concerns no matter what we came up with (and as anxious folks about to spend a considerable amount of money, we worried about every tiny eventuality.) We were greeted warmly every time we visited the site after we vacated the house. There were no apparent problems between our architect and Kreider-Diller. They were in constant communication and worked through issues together. Both spoke well of the other. New ideas were considered as we went along and several just-in-time improvements were made to the original plans.

Kreider-Diller dealt patiently and effectively with the township bureaucrats as inspections were made and concerns came up. It did not slow the project down though several of the inspectors' issues struck us as nit-picking. We especially enjoyed our interactions with the field manager Erik Fries who always took time to update us and answer questions. The work was well planned out and did not slow because of weather. The rest of the crew greeted us in good humor and all tried to be helpful and explain things as we went along. Structural discoveries, mostly termite damage and foundation issues related to the original building were brought to our attention promptly and discussed. Problem solving was a mutual process.

In the very few cases where we requested some change that was not the preferred recommendation of Kreider-Diller, change was made and the issue was not revisited. We were informed in advance when changes or new decisions increased the projected price of the remodel and the increases seemed appropriate.

We were given monthly updates in the accounting and we were able to question items without anyone getting defensive. That was important. Frankly we felt by the project's end that we had had friends remodel our house, not just a contracted builder.

We give them the highest recommendation and would not hesitate to use them again.

Tom and Kathy Godfrey

A handwritten signature in black ink, appearing to read "Tom and Kathy Godfrey". The signature is written in a cursive, flowing style with a large, decorative flourish at the end.