

May 28, 2011

Choosing the right contractor is one of the most important decisions one can make in the remodeling process. Cost, experience, and credentials all factor into the decision-making, but at the end of the day, success is measured by the end result.

We are absolutely thrilled with the brilliant result that David Mulligan and Builders of Marin achieved in remodeling our three bathrooms, and were we to do the whole thing over again, we'd hire him in a heartbeat.

As anyone who embarks on a project of this scale knows, transforming the client's dream from two-dimensional drawings into three-dimensional reality is a complex process that requires a contractor capable of creative problem-solving, collaboration with a team, and fidelity to the client's vision. What sets David apart from other contractors is his ability to marshal these skills through the inevitable twists and turns that accompany any remodeling project, and to do so on-schedule and in-budget.

The challenges of our project began to reveal themselves once David got behind the walls of our 1942 home, which had undergone a "do-it-yourself" addition by a previous owner in the 70s. From discovering a random water heater unit, to deciphering odd electrical and plumbing configurations, David navigated through these challenges with creative solutions and a can-do attitude. He worked patiently and flexibly with our design team to accommodate changes in materials, including a bathtub swap when the first one that arrived fell short of our expectations. When we look at our beautiful freestanding bathtub, the centerpiece of our master bathroom, we fondly remember how David found a way to get that 250-pound beauty safely up to our second story bathroom without a scratch.

David's number one priority is his clients' satisfaction, and to that end, he is willing to bend over backwards to get it right. When we embarked on this project, it was important to us to find a contractor who was as attentive to detail as we are. On that front, David met and even exceeded our expectations. In a number of cases, he redid work at his own expense, in order to get the squaring of a wall just right, or the alignment of a sliding door just so. And when we pointed out some minor flaws in the kids' bathroom tiles months after the job was complete, David immediately sent out his tile crew to make the adjustments. In fact, David's sub-contractors, including his supremely talented tile artisan, Josef Kremlacek, are as eager as David is to deliver the highest quality work product possible. His deep bench of talented and skilled electricians, plumbers and finishers reflects the high quality of work that David demands of himself.

On top of all this, David is personable and smart, and makes every client feel like his "only" client. He is both proactive and responsive in his communication, ensuring that all involved—including designers, architects, and builders—worked effectively together to keep the project moving forward. Having lived in our home through our

six-month remodel, we especially appreciated the consideration of his team in making every effort to minimize disruption in our lives. His follow-up care also has been exceptional, from the replacement of a cracked tile in our master shower to the successful removal of a stain on our vanity counter. We couldn't be more pleased with his responsiveness and commitment to us as clients a year out from when we first began our work together.

In short, we've been nothing less than thrilled with the quality of work that David Mulligan and Builders of Marin have brought to our home. We recommend David and his team without reservation and look forward to working with them in future.

Sincerely,

Julia and Peter Ritter