

May 1, 2016

Orlando FL 32806

Universal Roof & Contracting

Job Description:

1. Remove old flat roof and install new pitched roof. Vault the ceiling of two interior rooms.
2. Demolish old master bathroom and closet. Build new master bath from the foundation up.

Universal points of contact: Roof Team-Chuck Przychocki, Chris Phillips
Bathroom Team-Joe Cavelli, Heather Fischetti

My experience with Universal on the Roof installation on my house

My house was built in the 70's and the work was done by the previous owner. It was a hodgepodge of construction materials and designs. The existing roof lines were at all different heights and angles. Multiple layers of roofing materials were installed on top of each other. There is no doubt that this was a roofing job that required a high degree of sophistication and technical knowledge. Chris Phillips came out and took his measurements and Chuck Przychocki explained the technical aspects of what process would be involved in the new roof install. I decided to move forward with Universal on this job because the roof bid was competitive and they exhibited a more professional approach to the job, thereby indicating to me that Universal would get the job done right and not cut corners. I was not disappointed. The roof removal crew was fast and diligent. In two days Universal's crew started work as the sun went up and didn't finish until the sun went down in order to remove the old roof and cover it before a thunderstorm hit. After the storm passed without incident, their framing crew assembled the custom trusses on site and showed the same work diligence. Throughout the process, Chuck would come by daily to inspect the progress. Of course as the old roof layer came off there were some difficulties encountered due to the hodgepodge construction of the original roof. Thanks to Chuck's roofing experience, the roofing crew were able to make adjustments on the fly to install the trusses, deck in plywood, and install peel and stick shingles all just in time before another Florida thunderstorm rolled in. Again no incident, no leaks in the new pitched roof, and minimum disturbance to the life of my family who were living in another section of the house while the construction was going on. Next, the interior rooms needed to be vaulted. A different crew came and removed the old flat ceilings, installed support studs in the walls, and vaulted the ceilings. During one of Chuck's frequent inspections he noted something that he didn't like about the installation of the new walls for the vaulted ceilings. So he brought that crew back out the next day, had them rip out a significant amount of work, and do it all over again. Another time he noted that the newly installed skylight was slightly ajar. I didn't even notice some of these details, but he immediately had it corrected the next day. He could have easily left some of those "mistakes" as they were and no one would have been the wiser. This pride in his quality work really made the difference. I'm not sure I would get this type of expertise or work quality in other roofing contractors. I can definitely say that because of Chuck's honesty and diligence, I felt like I made the right decision in selecting Universal Roofing. The last crew to finish the roof were the soffit and fascia. It was a two man crew who called themselves the Click and Clack of soffit. Not only did they exhibit the utmost attention to detail, but they had fantastic personalities to boot. Constantly cracking jokes to each other while they quickly installed fascia and soffit around the new roof. They worked through lunch and stayed late in order to finish their job in one day. Impressive. Everything was well coordinated from the material delivery, to trash haulers, to roof installers. However, I was less than impressed when it was time to get the bill. The communication over the bill was sub par throughout the process and that led to some unfortunate surprises when it came to the final bill. A variance of over

20% of the initial budget is not an acceptable number. I would suggest Universal do a thorough review of their roofing bid process. But overall my experience was good and I'm glad Universal did the job right.

My experience with Universal on the install of the new bathroom in my house

The master bathroom was originally built in the 70's. The job required demolishing the existing bathroom and the attached closet and combining the rooms to create one large master bath, with a wet area that featured rain head shower and standing tub. Heather Fischetti was our initial point of contact with Universal and she made all of the difference. She was able to successfully translate our vision into a workable project on paper. What I appreciated most was the way that Heather laid out the companies bid. It was a very honest and straightforward way that listed every item, gave it a budget, and listed Universal's price separately. That way I knew exactly what I was getting into, how much I could spend on each item with the ability to spend more or less on each item, and how much I was paying Universal to complete the job. There were no budget surprises at the end of the project because Heather was so thorough at the beginning. However, I was very skeptical about spending that sum of money for our bathroom. I knew a couple of basic tile guys who claimed that they could do the job at half the price. In the end we wanted an upscale bathroom and didn't want to sacrifice quality. Thankfully Universal's bathroom crew was top notch, and project manager Joe Cavelli was phenomenal. Thanks to his attention to detail we got our dream bathroom. Once the demolition got under way and walls were knocked out, it became apparent what a Frankenstein our old bathroom had been. Different building materials in the walls, a floor that is not level, walls that were not perpendicular. It was a mess. Joe and his team worked tirelessly to undertake the Herculean task of correcting the existing mistakes. Cutting out concrete, pouring new floors, framing new walls, leveling old walls. All of this work added significantly to the scope and scale of the project, but thankfully not to the budget. Joe and his crew worked diligently every day and soon our bathroom took shape. We now have a show room quality master bathroom and I attribute that to Joe Cavelli. He was the difference maker and is the reason that, at the end of the project, I couldn't have been happier with selecting Universal for this job.

[The customers' name and address have been removed to protect their privacy. Universal Contracting made no edits to this document, with the exception of minor formatting and spelling corrections for accuracy & aesthetic purposes.]