

TAJEDIN GETAHUN BSc., MD, FRCSC**ORTHOPAEDIC SURGEON**

Lower Extremities Reconstruction

King Street Medical Arts Centre

Phone: 905-897-1119

71 King Street West Suite 406

Fax: 905-275-1094

Mississauga, Ontario L5B 4A2

August 21, 2013

To Whom It May Concern

I have known Fil Capuano for approximately three years now. My wife and I selected him after reviewing several custom home builders to construct our dream home.

There are many qualities that made Fil stand out among the other candidates. Chief among them was his honest approach to the construction process. In our first meeting I was struck by his forthright approach to the costs of constructing a desirable custom home. Most of the other builders were interested in discussing square footage of the final build and calculating a cost based on square footage. This did not make intuitive sense to me. When I asked Fil about that he basically said that he could give me a quote based on square footage as low or as high as I want but that that was not his method of operating. Instead Fil assured me that he would give me a realistic budget for constructing a home that I would be pleased with. For me it was important in planning cash flow to have a budget that was realistic and manageable. I am very glad to say we were actually under budget on the final built. This is in stark contrast to several friends of mine and the common belief that custom builds generally go between 20 and 30% above budget. Another factor that impressed me and led to my selection of Mr. Capuano was that he was quite clear that while he would be happy to have my business that he had a certain minimum standard for construction that he would not compromise on. I appreciated that candor.

Throughout the construction process Fil was very hands-on even though we had a site supervisor that was there every day. In fact, there were many times where I had questions and I addressed them directly to Fil as opposed to our site super. He was readily available on his cell phone at all hours and by text messaging in fact.

I would like to point out a couple of specific instances during the construction process that I was quite happily surprised with Fil. In the construction of our pool there was a misunderstanding between what was quoted by the pool's subcontractor and Fil regarding a pool cover. This ended up being several thousand dollars to our detriment. Without hesitation and without being asked Fil acknowledged that it was his error in not noticing that the quote did not include the cover and paid for it himself. This was several thousand dollars and a much appreciated gesture on his part.

Fil's construction updates were prompt and very detailed. There were spreadsheets that documented the construction process, the cash flow and completion dates on a weekly basis. He attended biweekly meetings with myself and my wife to go over the construction without fail.

Chatsworth completed our home approximately a month ahead of schedule and approximately 5% below the initial budget. I have not had a single friend who can boast that about their builder.

I would be remiss if I did not mention Mr. Capuano's after-completion care. I am glad to say there has not been a single major issue with our home since it was built. However, there were a few minor issues that were very quickly assessed and addressed by Fil himself.

We came home from dinner one Saturday and found a small pool of water on the second floor. I texted him on a Saturday night. He answered and was there on Sunday morning inspecting the roof looking for a leak and then by the Monday there was a full team checking the roof for a leak. They have not found a leak and I am happy to report there has not been any reoccurrence of this leak. I am actually baffled by how that spot of water outside my young daughter's room appeared. However, it was not lost on me how quickly he responded to that concern of a leaking roof and how thoroughly he investigated it.

We have a stone patio and interlock down by the barbecue. Unnoticed by me but noticed by my gardener there was settling of some of the stones. I brought that to Fil's attention and he came by the next day and the day after someone was over redoing that section of interlock.

Although these may seem like minor events, they further confirm my initial assessment of Fil as our builder. As minor as they were, they were not trivialized and addressed very thoroughly and very quickly, and I may add at no extra cost.

I would also like to add that in the recent flooding that occurred in Mississauga our house was unaffected. The same cannot be said of three of my colleagues who have had new builds in the last four years none of whom were Chatsworth projects. I like to think that has something to do with the construction of our house and the multiple redundancies that Fil had as part of his baseline construction framework.

While nobody can say that building a custom home is a painless, effortless, eventless endeavour, I can say that our construction of our dream home with Chatsworth was as close to that as possible.

I have no hesitation in recommending Fil Capuano and his team at Chatsworth to build any home.

If you have any specific questions or further inquiries, please feel free to contact me directly.

Thank you.

Yours Sincerely,

Tajedin Getahun, MD