

Brandon Keller
Bismarck, ND 58503
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K & L Homes
749 Longhorn Place
Bismarck, ND 58503

To Whom It May Concern:

I am writing to recommend K & L Homes as a builder and to tell you about my building experience. Overall, my wife and I were treated fairly and honestly throughout our entire building process. From our first meeting with Chad, through our countless communications with his staff during the process and still four months after closing, Chad and his staff continue to impress us with their honesty, integrity and communication.

During our first meeting with Chad, after deciding to purchase our home, he introduced us to Co-Construct. Co-construct is the online software that allows the customer to make selections for their home, communicate with the K & L staff and their sub-contractors, approve change orders, budget and track progress. I entered into the building process with many questions and perceptions. Co-construct answered and helped calm many of these. Co-construct allowed us to make selections for our home as well as see the financial effects of every decision. With nearly all communication taking place on Co-Construct, we had a record of communication, which gave us peace of mind knowing exactly what was said over many conversations. Communication on Co-Construct was very consistent and reliable. Co-Construct proved to be a key component to our successful building project.

Throughout our process, we were always treated as promised or better. This may seem to be a cliché comment, but in all aspects of our building project we felt that we were treated very well. We always knew that if Chad said he would do something, it would be done. By the time we moved into our home, our home was exactly as we had envisioned it. Chad and Clint were very helpful in guiding us in making decisions that we needed help with. Their expertise and professionalism helped us make informed decisions that we were very happy with.

Since closing, K & L Homes has far exceeded my expectations. Many people, based on other building experiences, continually kept telling me to make sure I got everything that was promised to me before closing, otherwise I would never get it. Those comments couldn't be further from the truth with K & L Homes. They allowed us to get moved in and settled before they came back in to do final touch ups on everything. Through Co-Construct, they have kept us in close contact with all the sub-contractors to ask questions and to hold them accountable to fix or help us with anything they had installed. Chad has completely stood behind everything in our home to ensure the quality that he is building his reputation on.

For all these reasons and more, I highly recommend Chad and K & L Homes. In all aspects of our building process, they met and most times exceeded our expectations. I would not hesitate to build with K & L Homes again. I sincerely appreciate everything they have done for my family and me. Everyday I benefit from the care and extra effort they put into our home.

Sincerely,

Brandon Keller