

Letter of Recommendation - Bill Miller

Bill Miller
Owner/Builder
Carolina Heritage Builders, Inc.
66 Carriage Lane
Waynesville, NC 28786

August 7, 2018

Project(s) Description:

- Carriage House Remodel - including kitchen, gathering room, fireplace resizing to appropriate size of room, flooring, bathrooms, cigar smoke odor saturation removal, interior/exterior painting, decks reconstruction and construction of an exterior staircase leading to main level of house (quite an engineering feat).
- Combination of project work and upkeep & maintenance for our primary residence at Balsam Mountain Preserve

Sourcing the right contractor for any job can be challenging. Sourcing the right contractor for a job while living 2300 miles across the country can be overwhelming and daunting at best. Thanks to Bill Miller and his team, our projects were both enjoyable and enormously successful. Why? We believe it's because:

- First, Bill is an excellent communicator. He listens intently and asks probing questions to ensure he understands project objectives. He's a great thinking partner to brainstorm options to achieve desired outcomes and problem solve those inevitable snags you hit along the way when working on any home. He kept us, even with the time zone difference (EST to PST), up to speed on project steps including challenges and options for overcoming those challenges as the work progressed. Bill proactively communicated when we needed to be on site for decision making and made himself available whenever we were in town to facilitate required steps to keep project(s) moving. He's transparent - from the project contract to change orders and their potential cost impact to final billing. He's quick to follow-up on email and phone calls. If Bill makes a commitment, you can bet it will be done, done right and completed in a timely manner.
- Second, Bill knows his trade. He systematically project manages to ensure materials, permits, tradesman and work components are sequenced to advance projects in the most efficient manner. He employs conscientious, competent, skilled workers to get the job done. Bill worked seamlessly with the Balsam Mountain Preserve Habitat Review Board to ensure our projects were compliant with the documented governance and adhered to established processes. Our projects have been successful primarily due to Bill's leadership, exceptional relationship skills, wealth of construction and project management expertise and his years of building an extensive network of extremely competent resources.
- Finally, the true secret to Bill's success - Bill holds himself to extremely high standards and is a man of enormous integrity. He is passionate about the work he and his crew do and how their work gets accomplished. He treated our homes and monies with respect and employed thoughtful due diligence regarding managing our investments. Bill valued and respected our time and treated it, too, as an investment to be protected, not wasted.

We give Bill Miller (Carolina Heritage Builders, Inc.) our highest endorsement! We've worked with many contractors on numerous projects over the years and rarely have we enjoyed the process and outcome as much as with Bill and his team.

Sincerely yours,

Jayne Parker

Jayne Parker

Beckie Yon

Beckie Yon