

## Construction Case Studies

Deck, Powder Room, Painting, Dry wall, Lights  
Client: Patricia Most

**JOA Real Estate Group, LLC**

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### What were the specific improvements you were looking for?

I am the fortunate customer of JOA Real Estate Group and am writing you let you know about my experience of working with John on a project at my house. I wanted a number of substantial changes and improvements made to my deck and screen room, including significant re-designing, about which I was rather uncertain. I knew that there were elements that I was unhappy with, without knowing exactly what I wanted to replace them with. There are several things you should know about John and his work.

First of all, he has a very astute aesthetic sense and was extremely helpful and easy to work with regarding a complete change in the design of the staircase; a major change in the ceiling, door and lighting for the screen room; and in changing the shape and materials for the deck. I was thrilled with the creative and specific improvements he suggested and in his ability to envision what I was not initially able to imagine.

Secondly, you should know that John is a phenomenal problem-solver. As he disassembled the existing ceiling, there were some unexpected problems concealed by the previous construction. The change in the design of the staircase also present certain challenges as the work progressed. John's positivity, creativity and dedication to quality resulted in a very satisfying discussion about his proposed solution for addressing these problems. (I have had unpleasant experiences with contractors who bulldoze ahead to complete a job as they choose, without consulting me, as the female home-owner, about their choices on possible modifications.)

Thirdly (and this is especially important to me as a woman who would be alone at home while workers were on my property), John and the staff he engaged, were all unflinchingly pleasant, respectful, and industrious.



### How did the process go? How did the administrative part work for you? How did you feel about the communication as the renovation processed moved forward?

My husband and I have been thrilled with JOA Real Estate Group (the Perfect Project Professionals division) run by John and Ebony Contreras.

John has done our deck, our screen room, painted outside and inside our house, done dry wall work for us, and remodeled our powder room, including installing a marble floor. He has been extremely helpful in helping us visualize improvements like light fixtures inside and outside our house. We keep hiring him to do more projects like repairing our under-kitchen sink area where some water damage had occurred. He is very trustworthy and doesn't consider the job complete until we are absolutely satisfied.

**What have been the top benefits you've experienced since the work has been completed?**

I am so happy to have finally found a GREAT contractor to work with. I recommended JOA Real Estate Group to our church and they transformed a major area there with new lighting, painting, sound panels (because the room used to echo) and flooring. They also gifted us with a surprise decoration in the room's non-functioning fireplace that is just lovely!

**Would you use JOA Real Estate Group in the future? Would you recommend us to your friends?**

Yes. John and his crew are extremely respectful and careful as they work. For example, he installs wall to wall thick floor covering to completely protect my hardwood floors before painting (instead of the sort of 'hit or miss' drop cloths that previous workers have used). He and his crew are very meticulous about cleaning up. I sincerely recommend him. We have been very happy with every aspect of his work. His wife handles the administrative side on things and he oversees the on-site work.

**Is there anything else you'd like to add?**

John is trustworthy in every way: He can be relied upon to develop aesthetically pleasing results, he can be trusted to complete his work in a timely manner as promised, he is extremely respectful of financial boundaries, and he attends faithfully to customer satisfaction through his attention to detail and persistent dedication to a quality product.

I cannot recommend him and JOA Real Estate Group more highly.

