

Dear Better Business Bureau,

We have been lucky to have Tucker Family Construction as part of our team over the last couple of years.

We happened to find them on-line when looking for someone to look at a home we were interested in purchasing. Bill Tucker was incredibly helpful to us, pointing out several items that could be fixed and some fundamental structural problems that would be more than we would be willing to deal with.

Tucker then checked out another home that we decided to buy. However, selling my home required that a re-roof be completed prior to sale as part of an insurance claim, and Tucker came through.

There was simply horrible weather when this work had to be done including high heat and violent storms. Knowing we were on deadline to close the deal, Tucker Family Construction worked early and late. Daily, we observed their commitment to doing the job right, but also the sincere focus and concern on the health and safety of the work crew in extreme conditions.

At the last minute the buyer's lender, unexpectedly required some repairs to the structure. Even though it must have added significant complications to the work schedule Tucker Family Construction successfully completed the work on what was a very tight timeline.

In short, without Tucker's help, we never would have been able to close the deal and move to our current home.

Since then we have hired Tucker Family Construction to complete a some more routine projects including insulation, ventilation, replacement windows and a new closet.

All through this time, we have found Tucker Family Construction to be:

- Honest in their dealings
- Efficient with our limited resources
- Clear and consistent in their communications
- Experienced and creative problem-solvers who do things right the first time
- Competitively priced
- Respectful of our home
- Pleasant to work with

We have and will continue to recommend Tucker Family Construction to our neighbors and friends.

Sincerely,

Greg Smith and Anna Purnell
702 Dunning St.
Madison WI 53704

To: Better Business Bureau
From: Craig & Helen Tuttle
Date: July 7, 2008
Re: Tucker Family Construction

In February of 2008, Tucker Family Construction put a ¾ bath in our basement. They constructed the entire bathroom-floor, walls, ceiling, pipes, wiring and installed a toilet, sink and shower. In order to fit a ¾ bath in the basement the washing machine, dryer and utility sink had to be moved. During construction, the utility sink was damaged. In order to take care of this Mr. Tucker went to Madison, purchased a new utility sink and installed it at no extra charge to us. He also installed lighting, an additional switch and outlet in the new laundry area, again at no extra charge to us. We were very pleased with Tucker Family Construction's completed work, professionalism, honest and fair estimate, and service above and beyond what was required of them.

July 13, 2009

To whom it may concern:

Tucker Family Construction recently completed a job at my residence that involved a complete bathroom remodel as well as numerous other drywall and door repairs. Throughout the construction experience, I was impressed with the integrity, honesty, goodwill and positive interaction I had with both Bill and Adriane Tucker as well as with the men who did most of the work on the project, Nathan and Jason. Many, many people tell me negative contractor stories, of various ways costs are inflated or agreements not respected. But my experience with Tucker Family was very different. I was so happy with the experience and the quality of the work that I have already told Bill Tucker that I would definitely hire Tucker to do work in the future.

One incident that showcases the commitment and integrity of Tucker Family Construction involved a necessary replacement of our basement dump sink. Our old upstairs bathroom had a strange hole in the floor underneath the vanity, perhaps the remainder of an old laundry chute. When the bathroom was being torn up, a hammer accidentally fell through the hole, breaking the dump sink below. That very day, Nathan went to Home Depot, got a new sink, and installed it, all at NO CHARGE to us, despite the fact that the time and labor he invested no doubt put him behind in his other work.

Even though having work done is always a little stressful, I enjoyed having Nathan around working. It seemed like having a nephew come over, someone who would chat pleasantly about his wife expecting a baby or comment quickly and kindly on the walls I was painting in another room. He always seemed pleasant and cheerful. He never listened to music much at all, so we never had additional loud sounds. He was always helpful and eager to help, considering additional concerns I had about possible other work in helpful and thoughtful ways and sharing his expertise very generously.

I think what I appreciated most of all in working with Tucker Family Construction was that in the end, there was no need to be combative or argumentative about small details of the billing, especially in terms of additional small things I had added to the original contract. Everything was upfront and very honest and fair, and I felt, in fact, that most issues came out in my favor when there were any questions about possible additional costs. I very much appreciated this sense of Tucker Family Construction having a good heart, of this being a group of people who were truly grateful to get work and do a great job of it.

Dr. Marjorie E. Rhine

Associate Professor in the Department of Languages and Literatures

June 25, 2009

To whom it may concern:

I am writing you this letter to send my highest praise and regards toward Tucker Family Construction. They have very successfully fulfilled a need within our community for high-quality, honest, and dependable construction services.

Tucker Family Construction goes out of their way to help others feel comfortable and confident that their needs will be met. In my years of working with them they have brought a high level of integrity and expertise to each project, they are very conscientious about spending the customers' dollars wisely while delivering quality workmanship.

In May 2008 we decided to finish our basement, add an egress window and fence-in our backyard in order to create a licensed in-home childcare. We started our process with bidding out three different construction/remodeling companies. We found Tucker Family construction by locating Bill Tucker on his web site.

After we completed this process, we were most impressed by the construction contracts, professionalism and honesty from the Tucker Family. Bill Tucker was our primary contact—he was honest and set out realistic expectations for our project.

We started the construction phase July 2008. The Tucker team set out a plan – gave us a weekly expectation as to what progress we should expect. As we started the project, their construction professionals were always courteous, on time and accommodating with any questions. Our project had an unusual deadline as families had previously enrolled their children to being the childcare in late August/early September but could not begin until the licensing was completed. Licensing could not begin until all the construction was finished, classes were created, manipulatives purchased, etc.

The Tucker team was able to finish the project ahead of schedule to accommodate the licensing needs and – more importantly keep me calm!

During the winter one of the slats on our beautiful new (Tucker installed) fence broke. I called Bill to ask him where I should purchase more slats and how to install them. He kindly offered to bring me some extra slats at no cost so my husband could make the change. Nice!!

This spring my daughter turned sixteen and was excited to get her driver's license. She also got her first job at Dairy Queen. One night when she arrived home from work she accidentally hit the accelerator instead of the brake when she parked my Jeep in the garage. The Jeep hit the house breaking a door, the radon piping system and pushing a wall crooked in the house. I immediately knew who to call – Tucker Family Construction! They fit me into their busy schedule and were able to efficiently fix the problems and come in under budget!

I would highly recommend Tucker Family Construction to complete a construction project. Their team was great to work with and completed two high quality projects for us in a reasonable time frame for a fair cost.

Respectfully,
Susan McBryde, M.Ed
June 29, 2009
Aaron M. Bizub

Dear Bill,

I would like to extend my thanks and sincere satisfaction with my experience working with Tucker Family Construction. Having not worked with you in the past, I was uncertain of the outcome that I would have on the projects with your company. I am very happy to say that your company was very pleasant, organized and easy to work with. I appreciate the prompt payments and the upfront honesty with the projects given to me.

I would recommend your company to anyone looking for a quality job. It was a pleasure working with a company with common goals and high standards like ours. Thank you for the opportunity to work with you and I am looking forward to working with you in the future.

Sincerely,

Aaron M. Bizub