

Rick and Shirley Leggett

770 Sea Drive
Brentwood Bay, BC V8M 1B1
Phone: 250-544-6666

► **Top Coat Painting**
PO Box 23046
Cook St RPO
Victoria BC V8V 4Z8

Feb. 15, 2015

Dear Peter,

We would like to thank you and your team for the fantastic job that they did painting the interior of our new home.

We were working on a tight timeframe to get the job completed and your team worked throughout the weekend to accomplish this. They did a fantastic job and we will certainly call you again for our next project.

We really appreciate the work that Top Coat did and would not hesitate in providing a positive reference.

Thanks again for a fantastic job.

Rick and Shirley Leggett

From: rae ying <raeying@hotmail.com>
Subject: **Nomination**
Date: February 15, 2012 9:28:14 PM PST
To: <info@topcoatpainting.ca>, <info@vi.bbb.org>

To the BBB

re: Torch award

I would like to nominate **Top Coat Painting** for the Torch Award. They are a company that deserves recognition for their integrity.

This company delivers a service to the standards the BBB established:

"In 1996, the Council of Better Business Bureaus (CBBB) started the **BBB International Torch Award** program to recognize companies for fair, honest and ethical business practices. Each year four companies, from small and medium-sized enterprises to multi-national corporations were honored at a CBBB-hosted event."

During the course of hiring trades for our home projects, there have been some that have proven to be unprofessional and have little merit as to the quality of work. It came as a refreshing surprise to find that this company delivered on the promise to provide quality work and even went beyond. The Production Manager, Paul even repaired work that was the fault of another. There are far too many situations worthy of an episode of Holmes on Homes or Judge Judy. Happily, due to the high ethics and pride of quality work, the job Top Coat Painting completed for my house is not among those, and gradually restoring my trust in the trades.

There are very few businesses that my husband and myself would refer to others. We would not hesitate to recommend Top Coat Painting.

Sincerely,

Ms. Rae Ying

September 15, 2010

To whom it may concern:

When we finally made the long awaited decision to paint the exterior of our house, completely changing the colours in the process, we phoned Peter Saldat at Top Coat Painting immediately; and assumed we'd get another couple of quotes as well. However, based on past experience with Peter, and on Paul Stein and the quote he gave us, in the end, we didn't bother engaging another company for comparison.

From the first day he stopped by to assess the job to the day we finally made our colour choice, Paul was always professional. He was very patient and most helpful during my decision making process; painting numerous samples on our walls, changing them and obliging to give his thoughts on the colours himself. When we agreed one of my trim choices was not quite right, he suggested the perfect alternate. He even went out of his way to check out a colour I saw on another house and pointed out something significant which I hadn't noticed myself. He also assured us of the work that would go into the badly sun-damaged wood work, and the care that would be taken of the garden, which flanks the majority of our house and fencing.

We were away when Paul and his team did the power washing and prep work, and we were warned by the friends we were traveling with to be prepared for a terrible mess when we returned home, as they had once gone away and had their house power washed in their absence, and they were shocked by the mess they returned home to. My friend was worried for what shape my gardens would be in. We arrived home and I was pleasantly surprised and relieved to see that very little was disturbed and that the team had obviously been taking great care on behalf of the plants and there was little sign of debris on the ground. It was obvious that they'd taken considerable care while doing their work.

Once they began the painting, Paul's team arrived early each day; I think they always broke for a lunch break, but I only actually witnessed this a couple of times, and they always tidied up behind them before leaving at the end of the day. In short, they were polite, professional, hard workers, who went about their job quietly and without causing any unnecessary disruption to our days whatsoever. It makes a huge difference to a family's comfort level when the painter-guys are pleasant, polite and obviously committed to their job; so much so that we felt secure in allowing them access to our home. In fact, it's safe to say that we kind of missed them when they were done!

We also appreciated Peter's attention to detail as he finished up the tail-end of the job. When a piece of hardware was thought lost, Peter himself went out and replaced it, and as well, he replaced a piece of screen that was accidentally damaged during the work. When he reattached our outdoor lighting to a post, he went out and replaced the old screws with new. We are so pleased with how our house looks, and with the quality of work done, and we truly appreciated the professionalism and great attitudes of Peter, Paul, Jessie, Granger and the others who were here.

We look forward to knowing that the maintenance of our new paint job is in such trusted hands as the team at Top Coat Painting, and we will happily recommend them to anyone.

Erin Simpson

IAN H. STEWART, Q.C.

3230 BEACH DRIVE, VICTORIA, B.C. V8R 6L8 • TEL. (250) 592-6451 FAX (250) ~~592-2884~~

298-7289

April 19-2012

Dear Peter,

This is to let you know of
our complete satisfaction in the
work done for us. We appreciated
the efficiency and skill employed
by you and your young team.
It was a pleasure to have them at
you in our home.

We look forward to the
second part of our work on
the exterior.

Until then many good
wishes.

Ian & Julian Stewart



Oak Bay Lawn Bowling Club
2190 Harlow Drive
Victoria, B.C. V8R 3J1
May 26, 2011

Paul Stein
Operations Manager
Top Coat Painting Ltd.
Victoria, B.C.

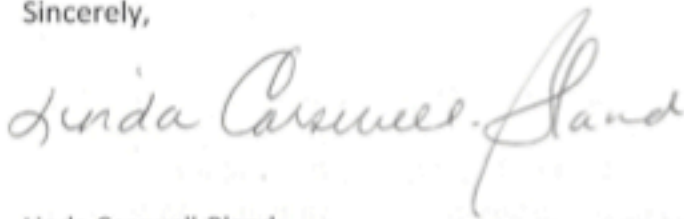
Dear Paul,

On behalf of the Oak Bay Lawn Bowling Club, I would like to sincerely thank you for your generous offer and subsequent undertaking to paint our backboards as part of your giving back to the community. I understand that you not only volunteered the company's time to complete the job, but also donated the paint. The club is deeply indebted to you and hope that the letter in the Oak Bay News written by our publicist, Chris Slade, will garner additional work for Top Coat Painting.

As you know, with the newly painted light standards and backboards appearing so fresh and rejuvenated, the club was spurred on to further paint and clean up other areas that looked haggardly by comparison. The closing of the greens for 5 days, truly led to a sprucing up of the club – all resulting from Top Coat's generosity.

Thank you for your wonderful service to our club and to the community.

Sincerely,

A handwritten signature in cursive script that reads "Linda Carswell-Bland". The signature is written in dark ink and is positioned above the printed name.

Linda Carswell-Bland
President OBLB Club

Rick and Shirley Leggett

4919 Prospect Lake Road
Victoria, BC V9E 1J5
Phone: 250-744-4411

June 20, 2013

► **Top Coat Painting**
PO Box 23046
Cook St RPO
Victoria BC V8V 4Z8

Dear Peter,

We would like to thank you and your team, especially Paul for the fantastic job that they did painting our home.

From our initial meeting to the final inspection you and your team were professional, courteous and helpful as we made our colour selections. The colour boards and test colours painted on the house were particularly helpful for us to make the final choices. The care that they took each day to cover the plants, shrubs and clean-up was excellent.

We really appreciate the work that Top Coat did and would not hesitate in providing a positive reference.

Thanks again for a fantastic job.

Rick and Shirley Leggett

Ben and Marg Caron

6888 West Saanich Rd., Brentwood Bay, B.C.
(250) 652-1756

To Whom It May Concern:


We are pleased to recommend Top Coat Painting. We became aware of Top Coat when a home nearby was painted by them and the owners were very pleased with the job.

From management to workers on the job, we were highly impressed. We were not rushed in choosing the right color for our home and the decision was made easier when the company went out of their way to provide several choices in our color range and paint large squares on the house in both sun and shaded areas.

The painters took pride in doing a stellar job from prep work to finish. Morale was high and contributed to a very positive atmosphere. All details contained in the contract were met.

We would highly recommend Top Coat.

Sincerely,



Marg Caron

CANADIAN
CANCER
SOCIETY



SOCIÉTÉ
CANADIENNE
DU CANCER

BRITISH COLUMBIA
AND YUKON DIVISION

VANCOUVER ISLAND LODGE
2202 Richmond Road
Victoria, BC V8R 4R5
Telephone: (250) 592-2662
Fax: (250) 592-7616
<http://www.bc.cancer.ca/ccs/>

SUPERVISOR
Darlene Orr

April 12, 2000

Peter Saldat
Top Coat Painting
1270 Faithful
Victoria, BC V8V 2S2

Dear Peter;

I want to thank you for painting our hallway recently. It was very generous of you and much appreciated.

I had the opportunity recently to give a reference on your business and, of course, it was very positive. I do enjoy doing business with you and I have always been pleased with the work of your employees.

I also want to ask your understanding with the fact that we are doing our own interior painting. It was a decision made for economic reasons only. We don't have the quality and efficiency that you do and I would have much preferred to use your services but there was an immediate need to save dollars.

Peter, I will always give your company rave reviews and I sincerely hope I can use your company again! Thank-you for all you have done and for being the person you are.

Take care.

Sincerely;

Mickey & Louise Lowy
639 Hampshire Road,
Victoria, BC V8S 4R9

September 24, 2002

Email to: Top Coat Painting Ltd.
Attention: Peter Saldat

Dear Peter,

Just a short note, but with a huge amount of thanks, for the excellent service that you and your wonderful staff provided to us recently. We were very impressed with everyone's professional and friendly attitude as well as the quality of workmanship. You all helped make the task of getting the outside of our house repainted and looking like new a pleasant and easy experience.

Please extend our sincere thanks to John, Mike, Dana, Nancy, Jack, and Mario.

Wishing you much success,

Mickey & Louise Lowy

9/25/02

67 Wellington Avenue
Victoria, B.C. V8V 4H5
August 2, 2002

Dear Peter,

I just wanted to convey my appreciation for the fine job done on the exterior painting of my house and to thank you for making several changes to your schedule to accommodate my needs.

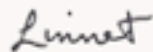
I know it was a challenging task, with old peeling paint to deal with, tall ladder work to reach the upper levels, and having to work around the obstacles involved with my patio and front sidewalk construction. Not to mention the wasp nests under the eaves, which you came to deal with after dark!

Your workers were always polite, cheerful and pleasant to deal with and I admired how hard they worked. It was kind of you to have them go beyond our contract and also paint my garden shed for me. The house and the shed look wonderful!

It showed a true professionalism when you promptly came back (twice) to fix my motion lights, which were not working after the painting was done.

Many thanks, Peter. I would not hesitate to highly recommend your services.

Yours Sincerely,



Linnet Murray



MAR. 14. 2000

Re: Monterey Mews.

PETER,

THANK YOU FOR YOUR WONDERFUL SERVICE,
ATTENTION TO DETAIL : A JOB WELL DONE.

PLEASE PASS MY THANKS ON TO JEFF : JANE
AS WELL.

I LOOK FORWARD TO WORKING WITH YOU
ON MANY MORE PROJECTS.

REGARDS,
DEBORAH

#7 - 290 Superior Street
Victoria, B.C. V8V 1T3
November 27, 1999

Astrid Firley-Eaton
1124 Fort Street
Victoria, B.C. V8V 3K8

Dear Astrid:

Here is a note to thank you for taking time to come and see us when we were thinking of having the interior of our townhouse painted. It was very reassuring to have a professional, sensible, cheerful person listen to our views and then offer helpful suggestions. Thank you.

Following your suggestion, we got paint samples from *In Harmony with Colour* to help pick out colours, and then got quotes on the work that would be involved. Our decision to choose Peter Saldat's *Top Coat Painting* worked out very well. Although his bid wasn't the lowest in price, his competence, thoroughness and courtesy were very reassuring, and the information provided on the estimate was clear and detailed. The painters themselves were helpful, cheerful, prompt, and generally professional. They completed painting on all three floors, including stairwells, insides of cupboards etc., in a week and the disruption that has to accompany such an upheaval was minimal. We would recommend their services to anyone wanting to employ thoroughly reliable professionals.

Thank you again for all of your help it was much appreciated.

Yours truly,



Russ and Joan Donaldson

✓ copy to:
Peter Saldat
— Top Coat Painting Ltd.
1270 Faithfull St.
Victoria, B.C. V8V 2S2

916 - 2829 Arbutus Road
Victoria, B.C., V8N 5X5

September 1, 1999

Messrs. Norm & Doug Sunray
Royal Victoria Better Homes and Gardens
2239 Oak Bay Avenue
Victoria, B.C., V8R 1G4

Re: Peter Saldat, Top Coat Painting

Dear Norm and Doug,

We are writing to thank you for recommending Peter Saldat to paint the interior of the townhouse which we purchased through you.

We have no hesitation in recommending them, as Peter and his crew did an excellent professional job and ahead of schedule!

Yours truly,

A handwritten signature in cursive script that reads "Terry & Gail Libera".

Terry and Gail Libera

PS: Peter Saldat, Top Coat Painting ✓
Manager, Royal Victoria Better Homes and Gardens



To Whom It May Concern

Re. Letter of Reference for Top Coat Painting

Peter Saldat of Top Coat Painting was retained to paint our wood building which had been unpainted for 10 years and still the original colour scheme from 1981.

Peter was very helpful and patient in assisting us in choosing a new colour scheme that we would be pleased with and that would enhance the building.

I was very pleased with the preparation of the building, the quality of the paint used, the condition that the work site was left in and particularly in the attention to the fine details through-out the painting and in the final stages of the job.

I was also most impressed with the quality of the workmanship and with the professional, pleasant manner of his crew.

Peter is a pleasure to work with. He had a genuine interest in ensuring that we were satisfied with all aspects of their contract.

I would most definitely use Top Coat Painting again and I would not hesitate in recommending Top Coat to others.

Darlene Orr
Supervisor, Vancouver Island Lodge

34-928 Bearwood Lane,
Victoria, B.C. V8Y 3G8

21 August 1998

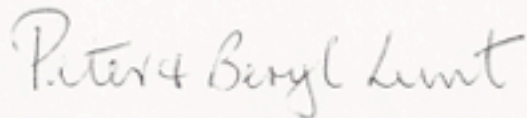
Mr Peter Saldat,
Top Coat Painting,
1270 Faithful Street,
Victoria, B.C. V8V 2S2

Dear Peter:

Thank you for the excellent work performed by yourself and your associates in painting the interior of our townhouse in Broadmead. We were extremely impressed by the professionalism displayed in all aspects of the project, and can highly recommend your services to anyone who is considering redecorating their home or business.

Again, many thanks for a great job.

Sincerely,

A handwritten signature in cursive script that reads "Peter & Beryl Lunt". The ink is dark and the signature is fluid.

PETER & BERYL LUNT

1055 Pentrelew Place
Victoria, B.C.
V8V 4J6
May 1, 1998

Peter Saldat
Top Coat Painting
1270 Faithful Street
Victoria, B.C.
V8V 2S2

Dear Peter:

I am writing to thank you for the outstanding job you did painting my house. A number of things truly impressed me.

First, you were always prompt. You came when promised and finished on schedule. This level of reliability is a comfort for any client, however, your understanding of our very tight time lines was exceptional.

Second, I appreciated the special interest you took in the colour scheme. You made many trips back to the paint store to get things right.

And last, but perhaps most important, the quality of the workmanship was outstanding. The prep work, detail work, and clean up were all at the highest level,

Please feel free to share this letter with prospective clients and to use my name as a reference.

Again, many thanks. You were a pleasure to work with and I have no hesitation giving you the highest recommendation.

Yours truly,



Fern Jeffries

Dear Peter + Mario -

Thank you for the time + energy
you both put into making our
home a more beautiful place.
We appreciate your patience,
good will + eye for colors +
combinations

Warmly, Dong + Cally.

Peter,

July 19

Thanks for the great
job on our apartment.
We really appreciated
you coming back so
many times. The
gift certificate is
good for any of the
Tanner stores, including
the Children's Bookshop.

Thanks again,

Peter + Carlene

June 8, 2000

Dear Peter —

I am writing to express my appreciation for the fine workmanship you applied to my home — your team of workers most professional and the job completed with great success — I shall call upon you again on any future painting that I require

Yours truly,
Orso-Main Douglas,
1757 St. Ann St
Vick-B.C.

Peter, Macio, Geoff + Jarrod

Thank you so much
for doing such a great job
of painting our house. Your
commitment to detail and all
of your very hard work has
given the house a brand new
look. We love it !!

Art & Jennifer
Beadle