

*July 7, 2010*

To Whom It May Concern:

It is without reticence that I write this letter of recommendation for Mr. Frank Spencer, III and Aztec Contractors, Inc. As Chair of the Steering Committee for its “Building Renovations Campaign” at St. Ignatius Catholic Parish in El Paso, Texas, I take serious responsibility as a good steward of our church’s limited resources. We are located in a community that has among the highest poverty, uninsured, unemployment, and school dropout rates in the nation. Our church will be 105 years old this summer and has many facilities that are in dire need of renovation.

Father Maldonado, Committee members, and I first met with Mr. Spencer, III and associates in 2009 to discuss chapel and other related renovation priorities. We have them on our priority list for future renovation projects as we have found them to have the highest standards of professionalism and volunteerism. Their continuum of service—discussion, assessment, plan of action and execution—has been exceptional and an unfortunate rarity in our efforts. (We had experienced paying individuals for work that was not completed or done unsatisfactorily.)

Initially, we approached them to request “cosmetic surgery” to the facade of the chapel/rectory we had been remodeling. They listened patiently, asked critical questions and requested key documents, walked throughout all of our facilities inside and out, and more. They primarily addressed the following: air conditioning and heating, electrical wiring, flooring, windows, doors, and poorly painted areas.

- **Communication** – Aztec Contractors helped us see the difference between “wants” and “needs.” They kept our community’s best interests in mind. Communication was ongoing, understandable to all, forthright, bilingual, involved different modes, and personable.
- **Craftsmanship** – We fully intend to call on Aztec Contractors again. Parishioners who are knowledgeable about construction and/or renovation give the company high marks.
- **Options** - Who does not want options? The Company accentuated the realities of modern vs. aging facilities and offered options with different quotes.
- **Efficiency & Efficacy** – We cannot say enough about how well Aztec Contractors conducted their work before, during or after operational hours.
- **Timeliness** – When the Company said a certain aspect would be addressed, they proceeded. When circumstances outside their control occurred, we were duly informed. No issues occurred.

There are many other fine aspects. No price can be placed on trusting your contractor and old-fashioned “going beyond the call of duty.” We recently asked them for a need we thought was urgent. They repeated their repertoire of excellent service. Thanks to their advice, we are monitoring matters before we make a serious investment of our tight revenues while we also consider other priority needs.

During these tough economic times, we are all being cautious. We have learned that Aztec Contractors is even more cautious than its clients and is also about education and information. We will call on them without hesitation in the future. Please feel free to contact me for validation or further comments.

Sincerely,

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*Copy:*

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