



## EL PASO EYE SURGEONS, P.A.

SURGERY AND DISEASES OF THE EYE  
DIPLOMATE AMERICAN BOARD OF OPHTHALMOLOGY

PAUL S. GULBAS, M.D.  
MARK J. GALLARDO, M.D.

March 14, 2012

BBB Headquarters  
720 Arizona Avenue  
El Paso, TX 79902

RE: (Mesa Home Improvement Inc., 8020#B Artcraft Rd, El Paso, TX 79932)

Dear BBB,

As you know becoming a first-time homeowner is exciting and can sometimes be overwhelming. I bought a home in west El Paso that was built in the 1980s. I had a vision of what the home could be after renovation. Early in, I had several small projects performed by various local contractors with very mixed results, but overall the work and experience with these contractors was either fair at best or so poor their work needed to be redone by someone else.

When my wife and I decided it was time for a major expansion we definitely had our reservations and a great deal of anxiety. We met with several contractors and received several bids with a wide spectrum of ideas, timelines, and prices. We were still quite reluctant to trust anyone given our previous experiences, but when we met with our last contractor, Bill Murray of Mesa Home Improvement, Inc. we immediately felt at ease. Bill came highly recommended from a very reliable source, he gained our trust, and was hired for the project. In short, Bill did not disappoint. He is a very honest, dependable, trustworthy, and fair man.

We had Bill demolish a portion of our home and reconstruct a larger, more elegant wing which included a media room, full bath and bar area. We were always very well informed of when and where the steps of the project were going. He showed full commitment to the project and my family. He always had great ideas for our remodel and was very receptive when we would make changes to our original plans (i.e. midway through the project I decided I wanted higher ceilings). His employees were highly professional, respectful, and wonderful artisans. My wife and I are quite picky but we quickly found Bill was even pickier and only accepted exceptionally high quality work.

We were so impressed with Bill, our one major project happily turned into three. He built us an amazing outdoor kitchen, remodeled another bathroom in our home and most importantly prepared our nursery for our new baby.

I can not convey in words how incredibly happy we have been with Bill and his team. It has been over a year since the completion of our projects and his work has withstood the test of time. I would give him the absolute highest recommendation for any future clients and can only hope we have many more projects we can share with him.



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Should you have any questions, please feel free to contact me anytime on my cell at 915-235-5564 or at my office at 915-542-0279.

Sincerely,

Mark J. Gallardo, MD

26 Jan 11

Mrs. Linda Haycraft  
833 Dulce Tierra Drive  
El Paso, Texas 79912

Mr. Bill Murray  
Mesa Home Improvement Inc.  
8020 #B Artcraft Road  
El Paso, Texas 79932

Dear Bill,

It is with great pleasure that I write this letter to commend you and your workers on a superior remodeling job of all my bathrooms. These rooms, which are more than 20 years old, were rooms I dreaded going into and cleaning. There was absolutely nothing I liked about them, nor anything that worked properly in them! In approximately two months, you transformed these rooms into luxurious areas that I love using many times everyday. I am so pleased with the porcelain tile, marble slab countertops, commodes/sinks/tubs, and brushed nickel fixtures and hardware. Everything is so easy to clean, too. I love everything about my bathrooms, and I feel like I am staying in a five star hotel--permanently!

Your crew of workers was polite, respectful, attentive, and knowledgeable. I was informed each day of what was being done, and was continually updated and involved. Any problems or stumbling blocks were addressed promptly, and resolved to my satisfaction. You checked in on the progress of the remodeling regularly, were always accessible to me, listened, and had the patience of a saint with my decision making! At the end of each day, my home was cleaned up and back in order.

Not only did you do a magnificent job with my bathrooms, but you took care of several other unrelated issues that came about including termites, water leaking in my daughter's bedroom, and sprinkler repair. You knew exactly who to consult about these problems, and they were taken care of promptly.

I would highly recommend your services to anyone who asks, and would definitely use your services for any future remodeling projects. It is a wonderful feeling to know that my money has been well spent in making my home a place that I truly enjoy and relax in!

Sincerely,



Linda Haycraft

To whom it may concern;

August 10,2014

Regarding Mesa Home Improvement:

I am writing to you to let you know what an outstanding experience we had with Mesa Home Improvement and the CEO Bill Murray. Recently, we had Bill come out and give us an estimate on a remodel for our bathroom. We chose to go with his bid not because of the price which was still reasonable, but because of the communication he had with us and his professionalism and also there were no hidden fees. His professionalism is one of stellar. Each day he communicated with us on the progress of the job and he also informed us who would be coming to our home that day and around what time. I really appreciated that because today we really have to be cautious of whom we let into our home. I highly recommend Mesa Home Improvements for any home improvement/remodel needs.

Thank you,

Liz Coleman