

February 25, 2008

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Sault Ste. Marie, ON  
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CAPCO Landscaping  
332 Kingsford Road  
Sault Ste. Marie, ON

**RE: DECK & STAIRS AT 151 BIGGINGS AVENUE, SSM  
AUGUST 9, 2007**

Dear Frank,

Thanks so much for the great job you did at my rental property this past summer. Your professionalism and quality of work went well above any other contractor I have dealt with in the past. You and your staff (Mary Lou) are a breath of fresh air!

The finished product (a 24' x 14' deck in the back yard) was exactly what I was looking for. Thanks also for securing the railings on the stairs at the front of the house. I appreciate how quickly you completed the work and just as importantly, how the final cost of the job did not change from your original estimate.

I was thrilled to learn that you also offer snow removal services and am extremely satisfied with the service you have provided so far this winter at Pine Street. I will most definitely renew that contract for next winter.

I have already started referring you to friends and I look forward to working with you again on more projects. Thanks CAPCO.

Sincerely,



Lorie Springall

**Carole Lund**

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**From:** "Carole Lund" <clund@shaw.ca>  
**To:** <clund@shaw.ca>  
**Sent:** Wednesday, June 13, 2007 1:03 PM  
**Subject:** CAPCO DECKS/FENCES/LANDSCAPING

TO FRANK CAPUTO AND CREW.

We wanted to give you a very big thank you for the excellent work you did for us on the fence. Coming here at 8 AM and being finished by 4Pm was incredible !

You and your crew were very efficient leaving everything so clean and tidy. The workmanship on the fence, the cement work and the friendly, quiet work done was very impressive.

We have had numerous workman employed by us in the past and we have to say that you people were definitely the best ! You gave us your quote, you were on time to start and finished even before you had anticipated.

We will definitely be the first ones to tell others about your very good work and in the future will call on you whenever the need arises. Thank you again for another successful job.

RON AND CAROLE LUND  
558 Bush Street  
Sault Ste. Marie, Ontario  
P6C3J1

James Mihell,  
147 Dell Ave.  
Sault Ste. Marie, ON  
P6A 5C8

June 13, 2004

Capco Landscaping,  
332 Kingsford Rd.  
Sault Ste. Marie, OM

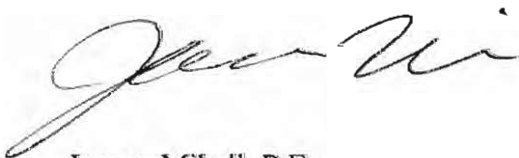
Dear : Mr. Caputo:

I wanted to take this opportunity to thank you for the excellent job you and your crew did in building our new deck earlier this month. The quality of work, the quality of the materials you used, and the attention to detail were all far in excess of my expectations. I consider myself to be someone who has very high expectations, and consequently, I often find myself disappointed with the finished product of the services I purchase. The deck you recently built for us was quite the opposite, however, as we've all been pleasantly surprised with the outcome.

I entertained other bids on this project, and in spite of the fact that your competitors' bids were more highly-priced than your own, the designs that these other bids were based on were less desirable than the design that you came up with. As an engineer who regularly puts together proposals for the projects that I work on in my own business, I believe I know a good proposal when I see one, and I was certainly impressed with yours. I was as impressed then with the low cost and design of your proposal as I now am with the quality of the finished project. I would enthusiastically recommend Capco Landscaping to anybody who is interested in having a deck, fence or any other similar structure built.

Thank you once again for the great service!

Yours truly,

A handwritten signature in cursive script, appearing to read 'James Mihell', written in black ink on a white background.

James, Mihell, P.Eng.

65 Caddy Ave.  
Sault Ste. Marie, Ont.  
P6A 6H6

July 31, 2003

CAPCO Landscaping  
332 Kingsford Rd.  
Sault Ste. Marie, Ont.

To Whom it May Concern,

We recently had a deck replaced at our home by Frank Caputo and CAPCO Landscaping. We were extremely pleased with the final product and would like to extend our thanks to Frank and his coworkers.

The deck that was built was elevated approximately eight feet off the ground and required a railing and a flight of stairs. Frank clearly explained the work he intended to do prior to offering an estimate. He provided an estimate within a day that outlined all work that was to be completed. Upon acceptance of his offer he gave us a date on which work would begin and indeed began on this date.

Frank and his crew were always professional during their work at our home and were conscious of the fact that we have young children who were interested in the work. Frank had to explain to us about unforeseen problems encountered during the work, due to the fact that some of the old structural materials could not be reused, and did so very clearly and professionally. Upon completion of the deck the work area was thoroughly cleared of debris and all scraps were taken away by the workers.

We are extremely pleased with our new deck and have been using it often now that it is much safer for ourselves and our children. We are confident in our recommendation in Frank Caputo and CAPCO Landscaping for a deck building project.

Sincerely,



David and Karen Dick

1212 Queen Street  
Sault Ste. Marie, Ontario  
P6A 2E6

June 22, 2004

Capco Landscaping  
332 Kingsford Road  
Sault Ste. Marie, Ontario  
P6C 2W4

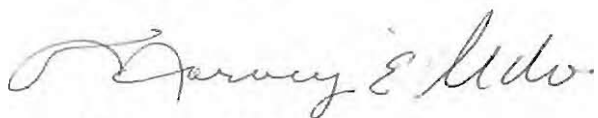
Dear Frank:

Udo and I just wanted to express how much we appreciated your superb workmanship in the construction of our new fence. We are very pleased with the end result and feel as though we have a brand new updated yard that is, to us, our summer getaway.

We are also impressed by the timely way the work was completed and the extra time you took to explain all stages of construction. We appreciated the professional way in which you and your crew worked so diligently from start to finish.

We would not hesitate to recommend you to anyone and if you would like to show our fence to any prospective customers, we welcome it.

Thank you again

A handwritten signature in cursive script, appearing to read "Marvey & Udo".

Marvey & Udo Rauk

Frank Caputo, of CAPCO Landscaping was the recent recipient of the Sault Ste. Marie Chamber of Commerce 1997 Customer Service Award.

The award is handed out for the business who demonstrated outstanding customer service.

Capco Landscaping received many nominations from satisfied customers for this award.

Criteria for the award was customers being consistently impressed by the company's ability to exceed their expectation.

According to CAPCO customers, the business pays careful attention to detail and has a strong reputation for follow up calls to ensure satisfaction. They provide quality workmanship and are professional, friendly and dependable.

Caputo, who has been in business

for four years, claims his success has come advertising exclusively with Sault This Week on a regular basis.

"I'm very pleased with the results I'm getting from Sault This Week," Caputo said. "I have been advertising for four years with the paper--it's been my only source of advertising."

In addition to advertising, Caputo also believes that success comes from quality workmanship.

"When I leave a job behind, I like to think I've made a friend. I leave quality workmanship behind," he added.

CAPCO does all exterior landscaping needs including rock

# Business Profile

## Customer Service Award Winner Credits Sault This Week

garden, flowers, decks and fences, flowers beds and lawn care.

Caputo has previously worked for a major landscaping company in Montreal and has performed all sorts of landscaping projects.

"I like to thank customers for nominating me, my wife Mary-Lou for all the work she does, and the Chamber of Commerce for the award," he added.



Frank Caputo, of CAPCO Landscaping, recipient of the Sault Ste. Marie Chamber of Commerce 1997 Customer Service Award. (Sault This Week--Bev Luciani-Dupuis)

this week

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# Entertainment

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# This Week

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