

June 30, 2023

Martin Pools & Spas
3420 N. Harbor City Blvd.
Melbourne, FL. 32935
(321) 259-3225

Dear Martin Pools & Spas,

I wanted to write and formally thank you for the absolutely, beautiful, pool you built for me and my family. Although, this was my fourth pool with you guys over the last 25 years, I have to say this is my favorite! I mean, who can build your first pool and over 25 years later still have the same leadership team and some of the same crew? Impressive to say the least! I know Martin has worked so hard to establish quality and timely masterpieces over the years and it has always been his priority to make his customers happy, but each pool I have done with him has just gotten better and better. Of course, the apple doesn't fall far from the tree, as Lori has achieved an even higher level of satisfaction and customer service over the years by making individual problems feel like team resolutions, with no questions asked. It is so refreshing to have someone in construction make you feel so at ease during this process. I cannot say enough about the whole crew, but Cera, you are certainly a Rockstar and your communication was flawless! I was never in the dark about anything because you always called before I could ask what, where, when or why? You are truly amazing and certainly vital to anyone going through this process. Dave...where it all began. Your fantastic ideas and super creative ways to make paradise happen on a budget. Not to mention, your patience and understanding and never once complained about the many addendums I added, whether in person or we handled over the phone. In fact, you reassured me "this happens all the time, it's a big investment, and I want you to be happy". Always so kind. I also wanted to thank each and every one of the people that made this process happen outside the office. Zach (you are a leader and always put me first), Don, Sean, Mike (to name a few) and the whole construction team as the Florida heat is no joke! I commend you all for sticking to your timeline, dealing with mother nature, maintaining professionalism and producing such a high-quality product. Every one of you made me feel like family and were always there to take the time when I had questions, never making me feel like a burden.

I know it can be tricky to coordinate schedules, manage sub-contractors, maintain time schedules promised and provide the best craftsmanship. I have to say you guys certainly have it mastered and we couldn't be more happier with the final product. Thank you is an understatement, but we are truly grateful for you bringing our family together to enjoy quality time, outside of this stressful world...priceless! Trusting our outside entertainment to the best pool company of Brevard @ Martin Pools is one investment we will never regret and enjoy for a lifetime! 😊

Sincerely,


Kelly Wey