

May 4, 2020

To Whom It May Concern:

This letter serves to offer our highest recommendations for the professional design, consulting, and brokering services of Diana Emrich. My husband and I have worked with Diana both professionally and personally since 2009, and have only the highest regard for her work, ethics and standards.

Diana was hired to assist us with designing the kitchen for the first universal home we built through our building company in 2008. But from the very first conversation we quickly figured out the gem we had discovered and leaned on her with the design and décor for the entire project. She has been our “Go To” for every house since then. Diana is amazing at visualization and can “see” all kinds of possibilities for design; she is a master problem solver. You can see examples of all her work on our website at www.universalthomesofky.com. She does just a fabulous job and the finished projects are both functional and beautiful.

In 2013, we began a new adventure of starting up an Assisted Living business and Diana was with us every step of the way, from the first thought to the opening day. Actually Diana was the matchmaker and introduced us to some of her business associates that were looking for their first assisted living franchisee. Again, Diana knocked it out of the ballpark, with everything from the gorgeous kitchens, designing the little salon, helping with choosing the correct stone for the fireplace and coordinating décor throughout the communities. You can see examples of her work at our website at www.myplesantmeadow.com.

What I really appreciate about Diana is that she listens. She hears what we want and then she thinks on it and comes back with excellent suggestions and solutions. I like that Diana doesn't try to impose her style on mine; she knows what I like and then helps me “think outside the box” and takes my preferences to a whole higher level. When the project is complete, I am fully happy with it. I don't feel like it is something that is ever imposed on me and doesn't fit me. She can somehow gently guide you away from mistakes and lead you to the best option where you end up with exactly what you wanted. She has a natural instinct that I really admire – wish I had some of that!

We are currently in the process of downsizing and finishing up plans for a new home for ourselves. Diana has been instrumental in every single facet to date. She has designed the plan and helped us to modify it according to our exact wants; and this has entailed lots of patience and phone calls! She has walked through our current home and outlined what we can do to bring us the highest price possible before we list it with her. She is a wealth of knowledge in regard to upcoming trends and which contractors are the best to offer quality, yet affordable services. We are looking forward to working with her over the next several months on our “final” home.

Diana stays one step ahead at all times and keeps the project running smoothly. She is super easy to work with and makes the whole project fun and as anxiety-free as possible. We would not want to work with anyone else. Diana has made a tremendous impact on both our business and our personal lives. We are so grateful for her and thrilled to have her leadership and friendship alongside us for this journey.

Sincerely,

Tracey and Vahid Javid