

I am happy to respond to your specific questions (see below) but can tell you up front that Polly is absolutely the best designer/builder I have ever worked with. I have had my share of architects, contractors, interior designers, builders etc etc (remodeling my homes has been a life long addiction!) but Polly is that rare combination that pulls it all together in a way that removes virtually all the stress from the client of managing the project and trying to figure out who is responsible for what – she does this seamlessly bringing everything together in a way which makes it look easy, though of course one knows from experience that it is not!

The fact that we have become great friends after two major remodels I think itself testifies to the success of our professional relationship and my complete satisfaction with her work ("satisfaction" being an understatement.)

The other thing I think it is important to know about Polly and something which distinguishes her from anyone else I have worked with is that she LISTENS to her clients and has an intuitive sense of who they are and what they want (even if they don't always know it themselves!). While she herself is extremely creative and is always ready with helpful advice or solutions, she never "takes over" or imposes her taste on her clients – she will always steer you away from major mistakes, but in the end you really feel as if it is "your" home. I think that is a real gift – that and her almost magical sense of space relationship: she thinks in 3D! - something I am incapable of doing.

I hope this is helpful and now to your questions.

1. How was the working relationship at the beginning, middle, and end of the project? Would you hire Polly again? Are there portions of the process that are strong suits of hers?

When we first worked together in 2002 it was a totally professional relationship. By the time the project ended (a total remodel) we were good friends. There was never a moment when I did not feel that Polly was totally on top of the situation. I was amazed at the transformation of my house which was a terribly boring 60s style ranch house, dark with pokey corridors and small bedrooms. Creating usable elegant space is one of her great strong suits. When I moved to a smaller home two years ago I would not even consider hiring anyone else for my remodel which I absolutely love and is totally "me."

2. Did you have a separate architect - or use Polly's plans and build services in total?

Polly did the whole thing. My experience with has never been too positive and it was a great relief to have the person who designed my house understand what it would be like to live in it!! By the way Polly is terrific at managing subs and knows the best.

3. What was the scope of your project, and the elapsed time from beginning of the design process/permitting to completion?

The first one took about 9 months. It involved a total gutting of the house - new bathrooms, kitchen, really soup to nuts including new furniture, drapes, carpets etc) I was also doing a re-landscaping project and putting in a pool so Polly had to coordinate with those people too. Her people skills are excellent and it was a major tribute to her that all of his got done in a timely manner and without the usual upsets - although she also is a no nonsense person so "the guys" never get away with anything when she is around! The second project, which was not nearly as extensive, took about 4 months. Anyway the point is there were no surprises and everything came in on time. One of the things Polly does is communicate with her clients, so if there ever was a hold up due to something unforeseen, she would always let you know and reschedule without fuss - a simple thing, but I have found that few contractors bother to keep their clients informed.

4. How would you describe the communications between yourselves and Polly?

See above (I anticipated your question!)

5. What differentiates Polly Ogden in your opinion compared to other architects/design/build professionals in the area?

I think I covered this one too in my introduction. Without exaggeration I think she is unique - and a lot of fun to work with - it has always felt like a real partnership.

6. What are you happiest about in your new home/renovation?

The fact that both projects, although very different, ended up feeling like "my" home (which was quite an achievement considering that when I bought both houses I hated the way they looked and bought them for the location). After Polly had finished people always said, "this place is so you." I have seen many of Polly's other projects and her other clients, who are very different people with different tastes, all say the same thing! And yet she does have a style - I would say it is recognizable by its clean lines and excellent use of space.