

Rolondo Flores  
Custom Home Builders  
P.O. Box 223  
Half Moon Bay, CA 94019.0223

17 December, 1998

Dear Rolondo,

Here's another well deserved letter for your collection. As you know, we went through "contractor hell" in the past and were skeptical to say the least when we needed this work done. Not only did you do an outstanding job, but you've helped restore our faith in your industry.

The actual work you did is quality all the way through. You didn't cut corners and at the end of the day you left the job site immaculate. The work was completed on schedule and on budget which from my experience is unique in construction.

Although the work you performed was in my opinion above average and total quality from what I've experienced in the past, the real revaluation is you the person. You take great pride in what you do and that is a quality that one does not come by to often in this world. You stated what you would do and did it. Simple you would think but you know as I do that this basic quality, do what you say you're going to do, is lost in people's quest for who knows what.

It's refreshing to know craftsmanship and pride still exist in today's world and I want to thank you for exhibiting those great qualities and for the great job you did for us. As you know our house is old and we will be doing more work on it in the future and we will definitely be contacting you to do the work. Thanks again.

Sincerely,



Gene & Lorraine Musante