May 27, 2001

Mr. Rolando Flores Custom Home Builders Half Moon Bay, CA 94019

Dear Mr. Flores

This is to let you know how pleased we were with your efforts to make our house into our dream home. Pleased does not really express what we feel - - how about thrilled, ecstatic!

Your company, workers, and the sub contractors' you chose made this remodel a success for us. They were courteous, considerate of our needs, and thorough in their work processes resulting in a unique and incredible house.

Your ability to be <u>flexible</u> and offer <u>practical</u> solutions to situations that occurred made the difference. For example, the cabinet solution for the television cabinet not only solved a problem but also enhanced the project; or the way you improved the looks of the skylight and staircase. Regardless of how much planning is done challenges do occur and your approach to solving them is fantastic. You are truly a craftsman and your work is art.

Since we lived in the house during the project it was important to figure out how we could do so while you did the work. Your consideration of our needs and privacy made this project workable and enable us to spend money on our home instead of hotel rooms. Thanks for your efforts.

Personally, your oversight and attention to detail is what made the project come together. We want to express our gratitude for all the time you took time to explain to us what was happening in the project so our expectations could be met.

Best of all because of your management the project came in on budget. Because of the scope of the project this was very important.

Sincerely,

Sylvia & Ray C. Boone Jr.

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