

10/3/04

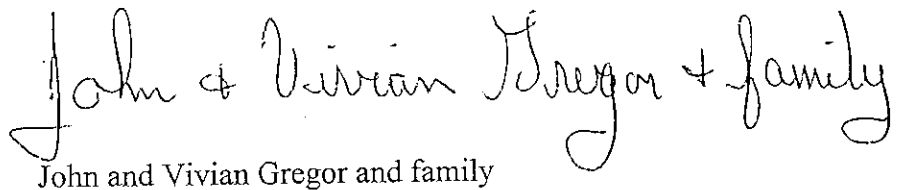
Yankee Remodeler,

All of us in the Gregor family would like to take this opportunity to compliment your company on the work you did in constructing the addition to our home this year.

You excelled in all areas. Your on-site staff were excellent, both your own and your subcontractors. Our children looked forward each day to watch them work and they were always treated well. Your employees always respected our privacy and minimized any impacts on our daily lives. Your work demonstrated quality from start to finish. (As a side note: my father-in-law who lives next door watched the construction daily and would come each week to see in detail what had been accomplished. He always had praises for the work and the people doing it.) The work was well planned, scheduled, and executed. We experienced no loss of time. Construction changes, "on the job" suggestions were always discussed with us. We never had any "surprises" on what was to be done or completed. You are an excellent company to deal with. We feel you always went the extra step in your dealing with us throughout this construction period. We are now settled in and are extremely satisfied.

We very much want to extend our thanks to Carl, Scott, Dave, Rick, and Rich. We know there were others in support and we would like to thank them too, such as the office staff who were always helpful and courteous on the occasions when we dealt with them. Our thanks also go to your subs Hunter Electric, McCarthy Plumbing, and the foundation company.

Should you ever need a recommendation for another customer feel free to use our names. You are excellent. Finally, Carl and Scott, your efforts are deeply appreciated. You both went the extra step. Again, thanks from all of us.

A handwritten signature in cursive script that reads "John & Vivian Gregor + family". The signature is written in dark ink and is positioned above a typed version of the same text.

John and Vivian Gregor and family