

November 4, 2004

Daniel Cardenas Construction  
P.O. Box 2542  
Carmichael, CA 95609

Dear Dan:

Andi and I would like to take this opportunity to thank you for the great job you and your employees did on the remodel of our home. As you know, a remodel can be stressful with all the changes that can occur. However, our stress level was minimal because of the following:

1. You had us do our homework ahead of time so that your estimate for the cost and the time involved to complete the remodel was very realistic. All change orders came about because of our need to add or modify some aspect of the job.
2. We could always contact someone regarding any issue, including you. All issues were resolved almost instantly. Both Dave and Bob always came up with suggestions and solutions to every issue.
3. Someone was on the job everyday! Bob was here and ready to go by 7:00am, Monday through Friday. You cannot ask for anything better than that.
4. Everyone did a good job of cleaning up at the end of the day. That means a lot when different parts of your home are undergoing major changes
5. Accommodations were made so that we could still live here during the remodel. I also found it extremely helpful to be around during the day so that Bob could get his questions answered quickly and not delay the project.
6. I counted over 35 different people in and out of our home during the process. Everyone was very professional, focused on tasks at hand and easy to work with.
7. Although I was known as "Eagle Eye", I was confident that if something needed correcting it was spotted and taken care of even when I did not see it.
8. The major portion of the project was completed on time, with a delay in some aspects caused by an early rainy season.

We can truly say that we enjoyed the process and have the utmost regards for you and your employees. Again, thanks for helping make our home look new and especially beautiful. Andi will soon be making more cookies so please feel welcome anytime.

Sincerely,

A handwritten signature in cursive script that reads "Sandy and Andi". The ink is dark and the handwriting is fluid and personal.

Sandy and Andi