Dear Reid and Terry,

Just wanted to write and thank you both for working for Steve and I. You have both been very cooperative, professional, pleasant, and accommodating.

Reid, we especially appreciate your willingness to take care of the final inspection items. I've heard many horror stories from other friends in our remote location that weren't as fortunate getting their contractor to come back and address loose ends. And whether you were in total agreement with those items or not wasn't an issue, it was just taken care of. In our opinion this is very good business ethics and will pay off for you in the long run. This should be a very important consideration to anyone hiring a contractor.

We also really appreciate how you always returned our phone calls and faxes so promptly, and were at the work site faithfully when scheduled to meet us there. This too is a trait that is hard to come by in a contractor or anyone.

I would say that anyone hiring you could be assured that you will meet any deadlines you set, even if weather posses a problem.

I am so glad that you were receptive to our change order on the additional gable. This really opened up and brightened the loft and will make it a much nicer room.

We both wish you the best in your business. We love our cabin, and thank you for all of your hard work.

Sincerely, Luen

Karen and Steve Hanson