

Mr. Plechner,

7-1-2004

I just wanted to take the opportunity to thank you for the tremendous help you were to us here at Ryan Homes. Your willingness and ability to step into an emergency situation and not only formulate a practical solution to a problem you didn't create, but also supply the manpower and material to implement your solution, with almost no notice, was phenomenal.

As one of the largest residential homebuilders in the country, Ryan Homes understands the importance of customer service. The level of customer service that you provided to us was second to none. You were professional, courteous, knowledgeable, and reliable. I could never have hoped for more. I now understand why C. M. Jones Inc. was so highly recommended to me. You, Mr. Plechner, are a true asset to C. M. Jones Inc., and because of the fantastic service you provided to us; we will be looking for every possible opportunity to use your services in the future.

Thank you,

Matt Berger  
Ryan Homes  
Project Manager