

711 Hillcrest Blvd.  
Millbrae, CA 94030

June 7, 2007

Rolando Flores  
Custom Homes Builders  
P.O. Box 223  
Half Moon Bay, CA 94019

Dear Rolando,

Thank you very much for such a well done job in our kitchen & bathroom remodel. Everything came out as you predicted. Your attention to every detail, experience in anticipating our needs, willingness to work with subcontractors other than your own, and making sure work was done according to our needs & specs was just great. No horror stories about bad contractors here.

Friends had warned us about all the dust, mess & chaos that would occur in this type of work. We did not experience too much of that. Alfredo was WONDERFUL in cleaning up every day, removing any excess dust and organizing all of your tools into neat piles. At the end of each day was well organized with no mess at all! Dust was also kept to a minimum (but that was taken care of in the end, right?). It was wonderful how you protected our existing living space.

It was great that you were always here to watch over the subcontractors and making sure work was done correctly. There was none of this disappearing job and leaving everything to the sub-contractors.

Thanks also for always keeping us in the loop on the progress of work while it was going on. It was good to know what was happening each day/week.

I love it when friends who just finished their remodeling jobs & wanted to compare "mess" stories with me. I told them no, you had someone come in at the end to clean everything! They cleaned all the shelves, windows, floors, carpets (yes including our pre-existing dirty stairs), and floors. Everything was "spic-n-span" clean. Wonderful!

Of course we cannot say enough good things about Alfredo. He is such an angel! Always helping out, with a smile on his face, didn't even have to ask him to lend a hand... and making sure we knew he arrived or when he was leaving. A definite plus on your team!

If anyone wants a reference to your work, please feel free in adding us to your long list of satisfied customers who are more than happy to tell him or her about our experience.

Sincerely yours,

A handwritten signature in black ink, appearing to read 'Karen Lai', with a stylized flourish at the end.

Karen Lai