

**DORIS M. POWERS**

1612 Toyon Court  
San Mateo, CA 94403

December 18, 1999

Custom Homes Builders  
P. O. Box 223  
Half Moon Bay, CA 94019-0223

Attention: Mr. Rolando Flores

Dear Rolando:

I want to extend my deepest appreciation for the professional remodeling project you recently completed at my home in San Mateo. You were a joy to work with, you made each day easier for me by taking so much responsibility on your own shoulders and solving the unforeseen daily headaches.

I had been warned by well-meaning friends that as a senior citizen and a woman working alone with various contractors that I might encounter misunderstandings or disagreements on the actual work as well as the cost. Instead it was a very rewarding relationship from start to finish. Because of your help, there were very few problems and the job was completed on time at the agreed upon cost. The finished work looks just as I had envisioned it would.

I found you to be an unusually caring man, sensitive to the feelings of others (yet tough when necessary!), and honest in your business dealings. I had complete trust in your suggestions, and I appreciated your guidance and expertise when I wasn't quite sure what to do next. I would highly recommend your work to anyone inquiring about **CUSTOM HOMES BUILDERS**. I have had many compliments on your neatness, and I have appreciated the follow-up on your part. Your integrity shows through in your work, and you obviously take great pride in all that you do for your clients. **CONSUMER VALUE STAR** can be proud to count you as a member!