

GORDON R. ARNOLD  
46925 ALOE COURT  
FREMONT, CA 94539

7 September 1987

Mr. Rolando Flores  
CUSTOM HOME BUILDERS  
P.O. Box 223  
Half Moon Bay, CA 94019

Dear Rolando:

The home which you built for Isabel and myself is now approaching five years old and I feel it is appropriate to, again, relate to you how tremendously satisfied we are with the construction and finish of the house.

During the construction project we could see the quality which was being built in through your personal care. The materials and workmanship were first class and, when there was any doubt, you removed and rebuilt without any need for me to mention a problem. The accuracy to plan and the accuracy in vertical and horizontal surfaces would survive the most critical inspection. Much of this was most obvious when I wall papered and found every surface precise for pattern match and true verticals.

After we occupied the house there was not one item which required your attention under the warranty rules. Even so, after the contract had been fully paid you kept in frequent contact to insure that we were happy with the job and that everything was working correctly.

Although five years does not make the house "old", in fact it looks brand new today, the time does give us a chance to see the effect of the expert craftsmanship which went into the project. It is a large house, close to an earthquake fault which has been quite active during this period. There has been absolutely no problem with the house at all. Every door closes perfectly, every floor is solid, there are no soft, loose or noisy sections, no drafts, no electrical problems, the cabinetry is perfect and the exterior is in the same condition as the day we moved in.

Rolando, I know you put your heart and soul into every house you build, it certainly shows in this one. Most people are like us in that the custom home they build is a major financial stretch, they should all be as fortunate as us in their selection of a general contractor. Thank you again.

Regards

