

Memo

To: Custom Home Improvements
From: Natha Green & Angela West
CC: Justin Machado
Date: November 1, 2005
Re: Bathroom Remodel

Justin:

We would like to take this opportunity to express our thanks to you and the crew at **Custom Home Improvements**. Your company's experience, craftsmanship, and professionalism have helped to complete our home. From the beginning, your staff took the time necessary to make non-DIY'ers like us comfortable with your service. You explained your entire process thoroughly, put all costs out on the table, and demonstrated nothing less than the integrity and honesty we came to expect from your company.

Furthermore, we would like to congratulate the Crew Foreman, Wes, and the two-man crew, Peter and Damian. We are always complemented by our guests on the beautiful work that was done. Peter and Damian worked like a 4 person crew and Wes' experience and creativity always managed to come through for us when we were in need of an alternate plan or idea.

Custom Home Improvements made our remodel experience as seamless as possible; even when there were bumps in the road. We will continue to refer your company to others, and would not hesitate to contact your company for another project. Hiring **Custom Home Improvements** was a great decision! Thanks again.

Warmly,

Natha Green & Angela West