

Ian and Joan Falconer  
343 Flanders Drive  
Indialantic, Florida 32903

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MAY - 8 2001

Ans'd.....

May 25, 2001

Paul Joyal  
Joyal Construction  
2800 Aurora Road  
Melbourne, Florida 32935

Dear Paul:

One year ago on May 2, we moved into our marvelous Joyal home. We wanted to wait until now to tell you how thrilled we are with it.

We are so pleased with every aspect of our home, the construction, the design and all the thoughtful extra detailed additions. The fact that you let us design a good portion of our home was so important to us. The Joyal concern to have every phase of the construction go smoothly and in a timely manner was very apparent.

Building a home for the first time, as we did, was a harrowing experience; however, your company (personnel) made it a bearable one. Once we moved in all corrections were done in an agreeable timely manner.

We wish to highlight specific people:

Tom Hull is most efficient, prompt, thoughtful, patient, pleasant and the easiest person to work with. We can not sing his praises high enough.

Jeff Joseph was most helpful with his insight, and good advise in the design phase of the house.

Richard and Jim are pleasant, respectful, and efficient. We knew when they did the repair it would be done right.

Your subs were also good to work with. Hobbs Electric Ed in particular, the painters Garry and his men Bobber, and Danny; and Russell of Color Wheel was most knowledgeable and helpful. Jeff of Apollo and his employee Mario were super patient and they made sure we were happy with all the counter tops by correcting the minor flaws that we found. Kim of House of Lights is also wonderful to work with. She gave insightful advice in a pleasant manor. Your sales staff at the model also has to be commended. Priscilla Baio, Ollie Lange, and Connie Amato are professional and excellent representatives of Joyal.

All in all you have an excellent team and we were very fortunate to have Joyal as our builder.

Very Sincerely,

  
Ian and Joan Falconer