

3650 Shady Run Road
Melbourne, Florida
32934

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JAN 19 2001
Ans'd.

January 18, 2001

Mr. Paul Joyal (Joyal Construction)
2800 Aurora Road
Melbourne, Florida
32935

Dear Paul,

In March 1999 my family and I moved into my custom built Joyal Home in Windover Farms. I used Joyal construction based upon the recommendations of my fellow Northrop Grumman people whom without exception, had nothing but complimentary things to say about your quality and integrity as a builder. Most important and impressive is your reputation for standing behind your work, which comes back to integrity. You have built a splendid home for me, it was such a gratifying experience in fact, I want to build another with you !

This letter is to thank you for your craftsmanship and for not only standing behind your product, but for being pleasant, helpful and understanding after the sale, with the same customer attention, as before the sale. This quality is particularly impressive and more unique than standard for the industry. I would like to thank Tom Hull for his perseverance in installing brick pavers in my driveway as a repair. Tom could not have been more fair and accommodating and is both a gentleman and a professional. Working with Tom during the construction of our home was a pleasure, he is a credit to your organization. John was also very responsive, reassuring and accessible.

The pavers look great and we are very happy with that work, and of course our home which receives many compliments. I look forward to working with Jeff Josephs again later this year, a very talented professional. We recommend Joyal enthusiastically to all of our friends and co-workers, your excellent reputation is well deserved. Thank you, and best wishes for continued success.

Sincerely,



Steve and Mary Reimann

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