

March 20, 2000

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**MAR 22 2000**

**Ans'd.....**

Mr. Paul Joyal  
President  
Joyal Construction Co.  
2800 Aurora Road, Suite A  
Melbourne, FL 32935

Dear Paul:

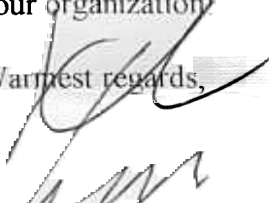
Jackie and I thank you and your staff for the excellent work that you did in building our home in the Cloisters. Everyone with whom we worked did an outstanding job. They were patient, courteous and efficient.

Jeff Joseph did a fine job working with us on the plans even though we still think he is prone to darkness. Tom Hull answered every call quickly and took care of all the little nuances that can be extremely frustrating. He simply did not allow the frustrations to occur. Kevin Shepard was always there to go over the details of the house and to insure that everything that was done was of the highest quality. He was always courteous and quickly answered our questions and solved all our problems both large and small.

The sub-contractors were also most helpful and were always ready to spend the extra time to insure that things were completed to our satisfaction.

As you can tell, we are very pleased with you and your staff. It is a real pleasure to work with your organization.

Warmest regards,



A. Thomas Hollingsworth, Ph.D.  
Dean

Ath/jfg