

Bob Joyal  
Joyal Construction  
2800 Aurora Rd.  
Melbourne FL 32935

July 12, 2000

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Dear Mr. Joyal,

Ans'd.

It has been a year since we moved into our new home, and it seemed an appropriate time to express how pleased we have been. Our experience with your company, and especially its employees, made the process of building a new home as painless as possible. The result is a home which is beautiful, unique and well-constructed, qualities noticed by each and every person who sees the house.

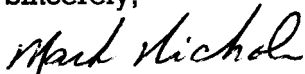
We would like to commend the people with whom we had the most contact for their wonderful assistance: Our first contact was Jeff Joseph. From the moment we walked in his office, we knew we had come to the right place. He took a basic set of plans and a vision from my and Ellyn's heads and turned them into exactly what we had in mind. He also accepted any change without grumbling (at least to our faces!)

Our next contact was Tom Hull. Tom's advice and expertise in guiding us through the maze of plumbing fixtures, lighting, kitchen plans, and all of the myriad range of decisions that had to be made was indispensable. His ability to coordinate all the things that had to be done was amazing. His patience with us was truly appreciated. (Sorry about the stairs, Tom, but they turned out beautifully.) Thanks for a great job.

Now I'd like to recognize Mr. Richard Gray. I knew from his first words to me, standing on a pile of dirt at the building site that we would be partners in this venture. Because my job took me away during much of the building process, it was extremely important to me that I have complete faith and trust in the site superintendent. Believe me, I never doubted that Richard would be ever mindful of the customer's needs. His attention to detail and desire for perfection were greatly appreciated. Even the few times we disagreed, we eventually managed to come to a meeting of the minds. The difficult position of having to please both the customer and the employer takes a tremendous amount of skill, which Richard demonstrated remarkably well. He's worth every dime you spend on him!

We would be glad to recommend your company to anyone, and, in fact, we do. If you ever require a reference, feel free to have any prospective customer call us.

Sincerely,



Mark Nicholas  
522 Bosun Court  
Rockledge FL 32955

P.S.

Bob,

The way that you handled the difficult situation regarding the drainage problem was done in a very professional and fair manner.