

D O R O T H E A

September 15, 2000

Mr. Robert Flynn  
Robert Flynn Construction  
40 Hill Street  
Chanhassen, Minnesota 55317

Attention: Bob Flynn

Dear Bob:

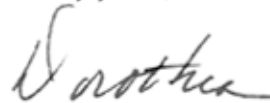
Enclosed please find my check for the final payment of the "Punch List" and our contract.

I want to thank you again for all the great work that you and your sub-contractors have done on my home. I have read and heard countless times that home remodeling is a stressful process, but the end result is what makes it all worthwhile. Not only am I thrilled with the end result, but (with a few minor exceptions) I actually enjoyed the process! This, I think, is largely due to your hands-on management of the project, and your wizardry with scheduling so that the necessary subcontractors were there at the right time. I always saw progress being made, which made it much easier to live with the mess of remodeling.

Another good sign of whether or not a homeowner is happy with the contractor is if the homeowner would hire the contractor again. I'll be calling you when I have my deck or patio plan figured out!

Again, thank you for your excellent work..

Sincerely yours,

A handwritten signature in cursive script that reads "Dorothea".

Dorothea