

January 15, 2009

Dear Bob:

John and I wanted to send you a quick note to thank you and your team for the great job you have done on our remodel project. The things that have most impressed us are the quality of your contractors and the work they do, the fact that the timeline we agreed on was stuck to and in fact the project went even quicker than we expected, and lastly the fact that any issues that came up were dealt with expediently and with consistent attention from you.

I believe we are almost 'there' relative to the difficulty we have had with the new water heaters. The fact that you and Tom have consistently suggested options for addressing the problem, and followed through on the steps you said you'd take means a lot to us. We never felt like we had to hound you, in fact you were quick to follow up with us to see how things were progressing. And despite the frustration we all felt, you and Tom stayed positive throughout.

You also have handled the floor heating issue very professionally. Again, although we are 99% through with the remodel, your attention to getting this issue resolved has never lessened. I have the utmost confidence that until we are satisfied, you and your team will continue to work on the problem with no nudging from us.

In summary, the quality of your work, the adherence to the schedule and the prompt and effective attention toward the few issues that we experienced is all to be commended.

We highly recommend Flynn Construction to any future customers.

Thanks again,

John and Kate Stites