

April 13, 2009

Dear Tom,

Even though you still have a few odds and ends to wrap up, we wanted to take this opportunity to express our heartfelt gratitude to you and the guys for building our new home this past winter. We are extremely pleased with how it all turned out and are very excited about the prospect of moving in.

We know you have built homes in the winter before, but this one had to be one of the most challenging from a weather standpoint. You had it all this winter; temperatures hovering around zero, lots of snow, and strong winds. When the weather finally got reasonably nice then the muddy conditions kept it interesting. You tackled these conditions head on.

Thanks for being a custom builder. We certainly had changes throughout the building process including moving master bedroom windows, back hallway restructured, office window moved, sliding doors switched, repositioned screened porch doorway among others. You must have cringed upon seeing me some mornings wondering "now what?"

We appreciated your input throughout this process. I know you solved countless problems before they even occurred. Other times you guided us in areas we were unfamiliar and helped us make decisions when we were uncertain.

The process of building a home was far more complicated than we would ever have thought. During this process, we have made right decisions and unfortunately some wrong decisions. Without question, asking Pagelow Home Construction to be our builder was at the top of our correct decisions. We are proud when asked, "Who did you have build your home?"

Please share this thank you note with Joe and Marcel. Both of us were very impressed with these hard working young men. They were always very courteous and respectful. We enjoyed their conversation and company. The quality of their work was impressive- they make a great addition to your business.

Thank you once again for everything. If ever down the road we can be of service to you please don't hesitate to call.

Sincerely,

A handwritten signature in cursive script that reads "Larry & Lori Rooker". The ink is dark and the writing is fluid.

Larry & Lori Rooker

PS: We'd like to have you three over once we are moved in.