

October 24, 2007

New Century Renovations
Attn: Michael Belle and Bill Poe
12631 Centurion Lane
Fairfax, VA 22033

Dear Michael and Bill:

Joy and I just wanted to let you know how thrilled we are with the work your company did renovating our bathrooms and kitchen, installing crown molding throughout the main level of our townhome, and painting the entire interior of our house. We could not be more pleased.

Everything about the job was top of the line. Your bid was competitive, and the outstanding quality of the work made it an exceptional value. The contract terms were clear and generous, and once the work was in progress, you handled adjustments to the contract easily and fairly. You put us in touch with suppliers who offered top of the line materials at reasonable prices and provided excellent design advice. Your subcontractors were skilled and completely professional in their approach to the work and in their dealings with us. You neither rushed the work nor dragged it out unnecessarily, and you fit the work around our schedule and lifestyle. Your oversight as lead contractor was conscientious and responsive, and your follow-up was detailed and rigorous. We couldn't have asked for better service.

Best of all, now that the work is completed, when we look around the house, we love what we see. Rest assured that if we decide at some point in the future to have additional renovation work done, we're coming straight to your company.

Sincerely,

Dave and Joy