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January 14, 1999

Mr. Joseph M. Saylor
Saylor Building Company
189 East Big Beaver
Troy MI 48083

RE: Construction of 3190 Hessel Ave.

Dear Joe:

It has been three weeks now that Nicki, Emma and I have been in the house. I cant tell you how much it meant to us that you got us into our first house before the holidays. Emma was able to spend her first Christmas in the beautiful house that you built.

From the moment we first called Saylor Building to the present, you and your company have treated us with the utmost respect and courtesy. Although you were building numerous homes at the same time as ours, we never felt second fiddle. In fact, the amount of time and effort you gave to our house left us with the feeling that we were the only house being built. Every phone call was returned promptly and every problem was addressed immediately. What impressed us most was the short period of time it took to build our custom home and the quality of work that was done.

We will be sure to recommend your company to any friends or acquaintances that are interested in buying or building a home.

Very truly yours

Paul, Nicki and Emma