

April 8, 2009

Mr. John Turner  
All About Painting  
10712 Wiles Road  
Coral Springs, FL 33076

Dear John,

I am writing to you on behalf of the Board of Directors and the homeowners of the Courtyards of Delray to express our gratitude and appreciation for the excellent repainting of our buildings which your company completed last week. I realize that our townhouse development at 65 S.E. 5th Avenue in Delray Beach presented some complex problems for the paint crew that you assigned to our job. Because of the narrow walkways between our intimately placed buildings and the dense tropical foliage within those spaces, the three story townhouses themselves and the varied schedules of our thirty two families, your crew truly had their work cut out for them. Danny and his men were great!

The quality of their work is exceptional. The entire community is pleased to the point of excitement with the way our homes look. And, throughout the five weeks of the project, there was not a single complaint from any homeowner. Quite the contrary, the comments I got were consistently positive. Especially with regard to the politeness and professionalism of your men. They were the most courteous and hard working fellows and a pleasure to have around. Please let them know how highly we think of them.

I also want to extend special thanks to you, John, and to your diligent field manager, Sheldon Ramjattan. As a retired business man, I know that the excellence I saw in your men's work does not happen without knowledgeable and respectful supervision. The quality reflects the knowledge both you and Sheldon brought to our project. The courtesy and concern for our homeowners which your men displayed only occurs when a company's employees are respectful of and respected by management. You and Sheldon have that gift of respect.

If you wish, please use my name as a reference. And, again, Thank You!

Sincerely,

Richard A. Spagna, D.M.D.

Courtyards of Delray HOA  
Secretary