

November 16, 2000

Phil Milana Construction Co.  
1385 Bitterbush Lane  
El Cajon, Ca 92019

Re: Additional comments to customer satisfaction survey

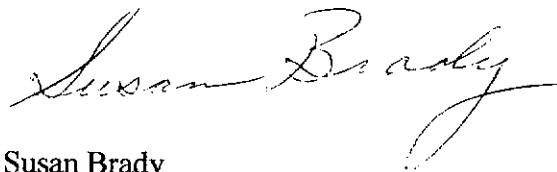
I would unconditionally recommend Phil Milana's construction company. This is a bold statement from me owing to past experiences on both large and small construction projects over the past 30 years which were fraught with price overruns, sloppy or poor work, miscommunications and a fight to get that last 5% of the project finished.

Phil bid the job correctly, took care to understand what I wanted done, kept me updated and memorialized any changes to the job so there were no miscommunications. Best of all, Phil hires the best work crew I have ever experienced. They were polite, attentive to detail, offered insightful suggestions when changes were needed, cleaned up the site daily even when I told them it wasn't necessary, tolerated my political harangues and were fun to just hang out with.

As a final compliment, my husband, stingy with praise and generous with complaint for contractors, was impressed with Phil's and his crew's professionalism and stated when we need other things worked on, we only need one bid.

Thank you for a job well done. You may use me for a reference any time

Sincerely,

A handwritten signature in cursive script that reads "Susan Brady". The signature is written in black ink and is positioned to the right of the typed name.

Susan Brady