

Date: October 5, 2009

*To: Brian Goldberg
Milestone Custom Homes*

From: Janet Kaplan

Subject: My Wonderful Custom Home

I just wanted to thank Milestone Custom Homes and in particular you and Jay for the wonderful home that you built for me.

I am very impressed with your commitment to:

- Ensuring customer satisfaction*
- Securing a very fair price for high value work*
- Maintaining quality in construction, in project management, and in the integrity of design*
- Providing genuine post occupancy support*
- Living up to the spirit of our contract.*

I know I was very tough on your vendors, but very much appreciated your support. I truly felt that you were working to reach my goals, not just passing along costs that subs quoted. At the beginning of the project we set a target of reducing costs by about 15% from your bid (lowest of 4). We came very close to that, and I admire your integrity in working so hard to achieve my target.

Thanks again for my wonderful home.

Janet Kaplan

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