

June 29, 2008

Mr. & Mrs. Rovere
Action Builders, Inc.
109 Avian Ct.
Madison, AL 35758

Subject: Letter of Commendation

Mark & Diane

Dear ~~Mr. & Mrs.~~ Rovere:

As you both are aware, the buying and/or building of a new home is a huge event in a persons life, especially married couples with children. It can be a time of great stress and frustration from day one that can continue well after completion of the new home. All kinds of things can go wrong; some small and others not so small. My wife and I always knew that we wanted to build again and had a couple of builders in mind. However, neither of them was willing to build in Madison County. After we bought our lot in 2005, we began looking at homes for ideas and builders during the Parade of Homes of 2006. Out of all of the homes we visited, you were the only one to formally introduce yourself to us and show us around the home. You were also the only one to follow up with a call and the timing could not have been better. As you may remember, you called the following spring and we had just started looking at house plans.

After several meetings with the both of you, we decided to allow Action Builders to build our dream home. This was a decision that both my wife and I are thankful for everyday. As I mentioned before, building a new home is a huge event and the communication between both parties, builder and home owner, can determine if the event is a great experience or a disaster. I can't recall one time when I tried to get in touch with you and couldn't. If you didn't answer, you would promptly return my call.

As an engineer I strive for quality and perfection in everything. I remember some of your other homes that we toured prior to the construction of ours and we were amazed at the quality of workmanship throughout the homes. However, one really doesn't begin to appreciate quality of a finished product unless they see it during construction. This was the most amazing part of it all, the attention to detail that all of your subcontractors used as they worked together toward a finished product.

You always made us feel comfortable with your expressions of "don't worry; we'll take care of it" and you did. Again, I thank you for building our dream home and please feel free to have potential customers contact me if they would like a personal testimony of my experience with Action Builders. I can be reached at (256) 337-7647.

Sincerely,

Tracy D. Reynolds

Tracy D. Reynolds