

February 19, 2009

Matthews Custom Built Homes, Inc.
243 Kinvara Lane
Horse Shoe NC 28742

Dear Mike:

Now that we've been in our new home for the first year, I think it's not inappropriate to drop a note to let you know how pleased we are and how well the project has turned out.

First of all, thanks to your familiarity with the building regulations in Carriage Park, we have the home we wanted on the lot of our choice. Your ability to visualize creative solutions to various construction problems, e.g., the driveway/turn around area, the decorative brick wall at the front of the house, the cantilevered upper deck, etc., got us through a number of worrisome situations.

We were both very pleased with Jason's performance, as well as that of Sid, Amy Elkin, and all your employees and sub-contractors on our job. Without exception, they were personable, skilled, and conscientious, which caused us to be very comfortable with their commitment to doing the best job they knew how to do on our behalf. We had a very good feeling about moving to the Hendersonville area as a result of the very nice people in your employment who helped to create our new home.

Nova did an excellent job on our cabinets and it was Rebecca who averted disaster by having picked up on the fact that the plans did not correctly reflect the size of the countertop in the kitchen. Thank you, Rebecca! We had great service from Ferguson's, Ballard's, Mountain Marble and Granite, Cason's, and all the sources to whom we were referred for products or service.

Bottom line, Mike, we know we made the right choice when we went with Matthews Custom Built Homes as our contractor in Carriage Park. We were totally comfortable and confident that all was in good hands throughout the project, even though we were absentee customers. We can't thank you enough.

Very truly yours,

C. R. & Susan Gray