



Covenant Village, Inc.

A Full Service Retirement Community

1351 Robinwood Road • Gastonia, North Carolina 28054 • (704) 867-2319 • Fax (704) 854-8738

July 16, 2014

James Holder, Project Manager
Custom Building Systems
PO Box 6280
Gastonia, NC 28056

Dear James,

I just wanted to take a minute to tell you how much we are enjoying the new addition you built for us, and what a great experience it has been working with you. Starting with opening the bids, through the final completion, it was a pleasure to work with you and the members of your team.

You were the low bidder by a significant margin. I was worried that we would be playing a change order game, but that was not the case. Except for a couple of design issues, which were not your fault, there were no changes.

Your organization and communication skills are excellent. You kept us informed every step of the way, and gave us a schedule we could count on; in fact, you were ahead of schedule most of the time. I felt completely informed during the whole process, but was not burdened with unnecessary details. In my opinion, the mark of a true professional is one who is easy to work with, and you and your staff certainly meet the definition.

The quality of the job you did for us is excellent. That was obvious during the entire process of the build. I personally did not have one item to add to the punch list at the end.

Congratulations and thank you for a job well done. You will certainly be at the top of a very short list for our next project.

Sincerely yours,

A handwritten signature in black ink that reads "Tom Hauer". The signature is written in a cursive, slightly slanted style.

Thomas P. Hauer,
Executive Director

CC: Ben Montgomery
Steve Tulbert