

March 20, 2010

Dear Chapin,

Riding our bicycles around the Reed Creek area and down Tranquility Lane, we had the chance to "tour" several of the houses that Phillips Brothers Contracting designed and built. We could see that the workmanship was superb, and soon began wanting to build a PBC house of our own.

But we love our property and our cove, and the layout of our house works well for us. So we decided we should renovate our existing house instead.

We are thrilled with the new renovation. At a fraction of the cost of building a new house, we have a new, modern, beautiful house, with an updated infrastructure that will last for years to come.

Throughout the process, we really appreciated the attention you gave us answering questions, being patient with us as we made changes, and working with us to resolve the challenges of updating a 40-year old house.

Our very special thanks to both Gary Klein, our foreman, and Michael Batur, our project manager, who spent so much extra time making sure we had all the information we needed, and wouldn't quit until we were completely happy with the results.

We are looking forward to phase 2 of our project in a few years. We will definitely recommend you to others who wish to renovate or build. And maybe someday, we will build that house.

All the best,

Susan and Jim Montgomery