

HP Assoc

5/11/04

Bruce, Bob & Charles,

I wanted to thank you guys for everything associated with the construction work you did at my house. Being one of the producers of "Extreme Makeover: Home Edition", I know the problems and delays that can affect a project. You finished everything in a professional and timely manner. The room looks great! The thing that impressed me most was how comfortable my wife felt with every step of the project. I understand construction but my wife is a novice. Everything was explained to her until she understood exactly what was happening. Since you did this she was able to make informed decisions when they were needed rather than waiting to confer with me. In fact she actually enjoyed the process, and isn't concerned about our upcoming addition. The one time a problem arose it was dealt with immediately much to our satisfaction.

Thanks again for making the process so smooth.

Troy A. Norton

A handwritten signature in black ink, appearing to read 'Troy A. Norton', written over a horizontal line.

Line Producer
"Extreme Makeover: Home Edition"