

Chartre Buaphanpong

Panorama City, CA

May 3, 2014

HP Associates, Inc.

9333 Melvin Ave.

Northridge, CA 91324

To everyone at HP:

Towards the end of 2013, our family home of over 25 years was heavily damaged by fire. Needless to say, it was a devastating event for all of us but thankfully nobody was hurt and much of our most important possessions like family photos were saved.

Once past the initial shock came the chaos of having to rebuild, but with the help of friends and family and the efforts of people like everyone who's helped us at HP, we've been able to rebuild, heal and move forward.

Our family would like to thank everyone at your company for all the patience and hard work you've all shown. Everyone who we've dealt with has been more than helpful in working with us to rebuild a beautiful house; even better than I'd hoped for.

Communication has never been lacking and even though it was the holiday season, everything was completed right on schedule and I couldn't be more pleased with how all the changes I requested turned out.

You've built us a beautiful new house where our family can now build beautiful new memories. Thank you everyone at HP!

Sincerely,

A handwritten signature in black ink that reads "Chartre Buaphanpong". The signature is written in a cursive style with a large initial "C" and a long, sweeping tail.

Chartre Buaphanpong