

Janet and Don Heins

December 27, 2011

HP Associates
31139 Via Colinas, Suite 204
Westlake Village, CA 91362

Mr. Bruce Parton
Mr. Doug Smith

I am embarrassed that I have not written this letter before now, but since our home restoration, I have had extended back problems, which seem to continue!

But, before any more time goes by, I want to thank you and Doug for the **OUTSTANDING** job you did in restoring our home. When the Toilet Tank cracked in the middle of the night and went undiscovered until morning, we were in a panic mode. If Doug had not picked up our notification to the Fire Department, I am not sure what we would have done. But, he did and we chose your Company to do the refurbishing and we could not be happier with the results.

I want to compliment your subcontractors. They were **ALL** very efficient and business like and cooperated with our needs and desires. They all went out of their way to not make a mess and do the work in the most efficient way.

We want to compliment Randy Finmark of Finmark Flooring Company for his efforts to return our floors to their original look and quality. He made special efforts to obtain materials that matched or surpassed the carpeting we had.

Our home is, thanks to you and your staff, our "Home" again. We would be happy to recommend you and your company for future homeowners who may have questions about the quality of your work.

Happy New Year to you and all of your Staff,

Sincerely,

A handwritten signature in blue ink that reads "Donald R. Heins". The signature is written in a cursive style with a large, stylized 'D' and 'H'.