

March 18, 2011

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

Bruce:

I would like to thank you, and HP Associates, for the renovation work carried out on my home, in Santa Barbara. You and your team showed such diligence and dedication to finishing the work in a timely manner, and making the property even more beautiful than it was prior to the May 10, 2010 fire. Your attention to the specifics of the construction, as well as proper scheduling has been remarkable, resulting in a job well done. Through every step of the process you have been such a professional and so easy to communicate with.

I have received numerous compliments from friends and neighbors. One neighbor has asked for your name as a recommendation, after having watched the project on almost a daily basis. He shared with me how incredibly professional everyone appeared to him as an observer, and he could just tell this was a quality job being done.

I will pass along your name, and HP Associate's contact information, any opportunity that presents itself, with the highest of recommendations. You truly made what had resulted from a traumatic incident for me into a much less overwhelming project to take on, to the point of a pleasure much of the time.

Thank you again for managing this project for me, and for your all of your support. It really has been a pleasure working with you. I would also like to add that your employee, Kayde Johnson, has just been like a friend through all of this. Her follow up and quick response to questions, as well as her consistently positive demeanor, always made for a very pleasant experience when contacting your office.

Sincerely,



Linnea Sylvester