

**Briarcliffe Towne Homes**  
19221 Hamlin Street #10, Reseda, CA 91335

Mr. Dennis Brooks  
Mr. Les Jillson  
Design Build Associates, Inc.  
5655 Lindero Canyon Road, #321  
Westlake Village, CA 91361

Dear Dennis and Les,

Now that the dust has settled a bit and life is back to normal, we want to acknowledge the excellent work you did for us at Briarcliffe Towne Homes during the past two years. The repair and reconstruction project was a matter of great necessity and had been stalled in negotiations for over six years when you came on the scene. Your expert professional advice helped us to settle our insurance claim and get the project moving.

Your recommendations made an enormous difference to the project and your work was crucial to its success. You implemented a Repair Policy to define clearly the scope of the project and the procedure for handling homeowner questions and special requests. The Repair Policy was one of the Board's most important tools in explaining and enforcing the same guidelines for all homeowners.

Throughout the project you maintained impeccable records of the work accomplished, the construction plans and schedule, and the budget. Your record-keeping on the expenses was especially impressive. **Most incredibly, the project finished on schedule, a rare occurrence for a two-year, \$17,000,000 project.** And we have you to thank for that.

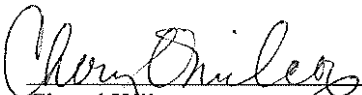
You handled a huge amount of correspondence with our homeowners and always dealt very professionally with all of them, even the most troublesome. Both of you made yourselves available and followed up on every homeowner question, and documented the results of each issue.

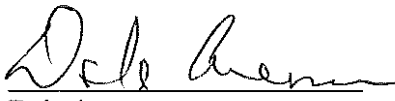
Perhaps most important was your professional knowledge and judgment on the many construction issues that arose during the project. **We always felt that we could trust your judgment and advice, and you were always willing to accommodate our requests for additional information, competitive bids and ways to keep the costs down.**

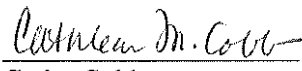
The bottom line is that we could not have done this project without you. We are grateful for your help, your professionalism and your positive, can-do attitude. We are happy to say that we enjoyed working with you and that we have no reservations whatsoever in giving you the highest possible recommendation.

We wish you the best and hope to have the opportunity to work with you again.

Sincerely,

  
Cheryl Wilcox  
President, 2002-2003  
Briarcliffe Towne Homes

  
Dale Arens  
President, 2000-2002  
Briarcliffe Towne Homes

  
Cathleen M. Cobb  
Treasurer, 2002-2003  
Briarcliffe Towne Homes