

March 2, 2004

The Sawhorse Company  
279 Beacon Light Road, Suite. G  
Monument CO 80132

Dear Kenton,

We wanted to let you know how pleased we are with the master bedroom suite addition that you built for us. It's been a little over a year since the work was completed and we enjoy it every day.

When we were first considering the project, we interviewed you and several other companies who wanted to perform the work. After meeting with you that first day both Mary and I felt that this was going to be an easy decision to make, and opting for the Sawhorse Company worked out so well. Right away it felt like we were discussing our plans with a friend and partner instead of merely a contractor.

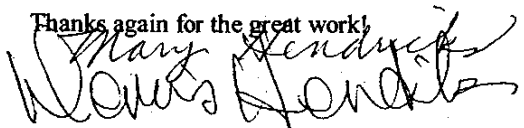
Speaking of contractors, anyone can get a license to contract for remodeling—that's not difficult. It takes someone special, however, to smoothly schedule the work, communicate well, enlist only high-quality employees and subcontractors, and be available and willing to solve the numerous unavoidable issues that come with remodeling older homes. That's the rare quality.

Here are some of the things that we really appreciated:

- You were always available and approachable when we needed to discuss decisions concerning issues that arose and changes that we wanted to incorporate. You had a good process in place to accommodate our concerns. Your eye for design, attractiveness, and functionality were a great asset.
- Your cost tracking and billing process was very fair and understandable. You even looked after the little things, like making sure that any unused material, no matter how minor, was returned to the supplier for our credit.
- You kept in constant contact with us, just about daily, to ensure that we were happy and that no problems had arisen.
- You accommodated our desires to be "hands-on" customers, and worked with us so that we could make as many decisions as we wanted.
- Your employees were very professional, neat, and considerate of our neighbors, our yard, and us. We felt no qualms about leaving our home available to them while we were at work.
- You went out of your way to solve problems that were not of your doing, such as all the trips to Regional Planning to assist with interpreting our less than perfect design drawings.
- Your office staff was very helpful and supportive. On those rare times when you were tied up, Ricki was here looking after things.

Perhaps most importantly, we felt that we were working with a person who was our advocate for cost, quality, and schedule, not just someone whose main concern was to get the job done and get out. When our project was complete, we had not just worked with a very capable and concerned businessman, we had made a very good friend in the process—a friend that we are very pleased to recommend to anyone considering new or remodel work.

Thanks again for the great work!



Dennis and Mary Hendricks  
20 Crescent Lane  
Colorado Springs CO 80904