

December 8, 1997

James J. Donovan  
JDonovan Construction  
1218 North Ashbrooke Drive  
West Chester, Pennsylvania 19380

Dear Jim:

Just wanted to follow up and thank you again for your efforts in building our home. We entered this process with high expectations, but also with some reservations based on experience in building two homes previously. In the past, building a new home was always a very stressful process, and we anticipated that it would be the same this time around. Very early on, however, it became clear that you had a depth of knowledge in all facets of the construction process that would allow you to deal with the subcontractors from a position of strength. Perhaps more importantly, your attitude towards us - your interest in our satisfaction - was a model for your industry. When people have asked me, I have said that I felt as if you were building this house for your mother - that's how much confidence we developed in your approach.

If it would be useful to you, we would be happy to serve as a reference in the future. In reflecting on our project, we can offer the following evaluations:

Quality of work and attention to detail: Outstanding - as you know, we had the project audited at a few points by a personal friend who builds similar homes in the Princeton area. Without exception, when he raised an issue to us, we found that you had sound reasons for the choices you made. In addition, we were quite pleased with the many positive aesthetic contributions you made to our project. While we were satisfied with the architectural work on our home, we believe that you made many important stylistic contributions to the finished product, and these came as an unexpected bonus to us.

Coordination and management of the job: The project came in two weeks early and on budget! I have not heard of another homeowner with a similar experience.

Communication: You were very effective in communicating with us in regard to all aspects of the construction process. In particular, the rapport you developed with Nancy made the whole project much less stressful.

Please let me know if Nancy or I can be of help to you in the future.

Sincerely,



Steven K. Kreider  
Partner, Miller, Anderson & Sherrerd