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*I was delighted when Jim Donovan informed me he had started his own construction company, J. Donovan Construction Company, Incorporated. He has the experience, drive, and talent to be an enormous success in this undertaking, and I am pleased to give Jim and his work the highest possible endorsement. Although he has asked that I write a brief letter, I'm not sure brevity can do justice to the quality of service we have received from Jim Donovan over the last few years.*

*My husband, George, and I first became acquainted with Jim nearly five years ago when we undertook a major architectural renovation of our home in Devon. It was an extensive project in which we extended the upper floor of the house, added a sunroom to the main floor, and turned the basement into a media center and large laundry room. It also included a number of alterations to existing structures within the house, such as the addition of a bar, rebuilding fireplaces, restructuring a staircase, and extensive tile work. Since we knew little about construction, we employed a full service architectural firm, "Solutions," which I think is now Peter Zimmerman's business, and left the selection of a quality construction firm to them. This was the beginning of an extensive educational process for us. Our architect, Peter Archer, named several firms specializing in high-end construction, but said his selection would depend upon which construction supervisor would be available for our job. When he got back to me a few days later with the news Jim Donovan of Hollowell Construction was available, he said this was the firm we should use because Jim had such an excellent reputation for quality work. I soon learned Jim's good reputation in the industry was well deserved.*

*Renovation of your home can be a nerve-racking job, and can involve the necessity of moving out of your home for a lengthy period of time, leaving most of your belongings behind. Jim and his crew*



treated our floors, furniture, and art as though it was in their own home. During the six months we were out of our home (Jim finished right on schedule) not a single item was damaged. He supervised every single detail of the job, and was constantly available to respond to my questions and anxieties. At one point, towards the end of the project, I witnessed him instructing the painter to go over the same place on our vaulted ceiling five times. Jim could see a "dimple" in the finish at five o'clock in the afternoon, and was just not satisfied with this. You would think, with all of this, his people would think he was unreasonable, but to the contrary, all of the people who worked in my home during that period liked and respected Jim enormously, considering him the best in the business to work for. He is highly personable, and manages to instill his own pride of a job well done in everyone he works with. In doing so, gets the best from his crews and his vendors.

A frequent complaint I have heard about construction work (and I have experienced this myself, elsewhere) is once the job is done and the bill is paid, you never hear from them again. Not so with Jim Donovan—I have come to rely on him, and he has never let me down. I have never heard Jim say anything but, "We'll get it done." I would like to illustrate just a few of the many specific situations where conventional services failed me and I had to call on Jim:

My landscape lighting stopped working, and after a couple of weeks of trying to persuade the people who put it in to come out and help me, to no avail, I gave up and called Jim. It was repaired by the next afternoon.

After listening to noises in my attic for several nights, I called an exterminator to deal with whatever was cavorting about in my bedroom ceiling. After checking it out, the exterminator told me it was probably squirrels, but unfortunately, they did not have any solution for the problem. I called Jim, and by that afternoon, one of his people had located where they were getting in, and closed off the entry point.

When I wanted some work done on my daughter's home in Berwyn, I naturally called Jim. He came out immediately, gave me a reasonable quote, and did a wonderful job. My daughter has come to rely on him as well, and has called him for help with a number of

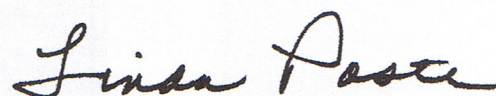


dilemmas. When her basement flooded while she was out of town for a month, the insurance company refused to pay for the damage, claiming it was due to flooding from a heavy rainfall. It was Jim who determined it was actually due to a combination of a leaking humidifier and overflow from an old sink the washing machine emptied into, serviced by an inadequate sump pump. Jim took care of the problems and wrote a letter to the insurance company, who promptly paid in full for the extensive damage that occurred in the flooding.

A more recent example of Jim's reliability and diligence occurred just this week. Late last fall, we were told by our heating/cooling maintenance company that the furnace at my daughter's house in Berwyn required replacement. When she returned from her honeymoon to a house full of gas, she immediately called PECO, who came out and shut off the gas to the system. This was about 8:00 p.m. on a Saturday night. When she arrived at our home, we discussed it, and at about 9:00 p.m., we decided to call Jim, knowing from experience he could help us out first thing on Monday morning. Jim insisted on coming out immediately, and by 10:00 he was at the house with an engineer, who determined all that was wrong was a leaky valve, which was replaced at a fraction of the cost of a new furnace, which was otherwise just fine.

I could go on and on, but trust I have made my point. The only time Jim let me down was by his unwillingness to relocate to Arizona, where we are building a large retirement home. He has set a high standard of expectation of quality, and is going to be a very hard act to follow. I highly recommend Jim Donovan for any construction project you may be planning—I can guarantee you won't be disappointed. If you would like more information, please feel free to request my phone number from Jim.

Sincerely,

A handwritten signature in cursive script that reads "Linda Poste". The signature is written in dark ink and is positioned above the printed name.

Linda Poste