

Tim O'Brien Homes
N16 W24132 Prairie Ct.
Suite 220
Waukesha, WI 53188

August 14th, 2009

Dear Tim,

I wanted to express our satisfaction with you and your team's performance in building our house in Rolling Ridge South subdivision in Waukesha, WI.

While the building process is stressful and communication issues did arise, you stood behind your promises and we were able to enjoy our new home in time for Christmas.

I would like to highlight Aaron Haug, our sales person, as the single most important person in the process. He was a critical intermediary in making sure our dreams became a reality. He served as a conduit and still does to this day. Nathan Fietz, our construction supervisor, was customer focused and worked diligently as well.

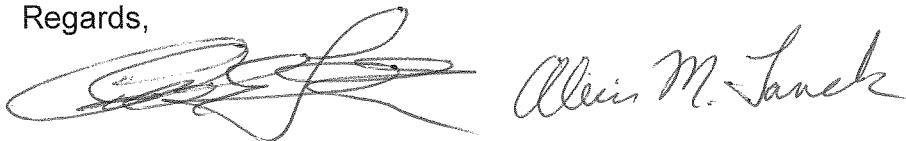
I would like to thank you for suggesting the geothermal system we had installed. We have operated during both the extremes of Wisconsin winters and summers. As you are aware, we keep our house at above standard temperatures in the winter. The geothermal system kept our house warm and cozy. So good in fact, that we did not even use the radiant floor heating we thought we needed to keep comfortable. I also believe that your industry leading insulation system is a huge contributor in our ability to keep our home very warm in the winter and cool in the summer without our utility bills exceeding \$250/mo during the winter and \$200/mo during the summer for this 3,400 ft² home.

I could go on and on about the other little things you recommended, such as pocket doors in strategic locations to increase usable floor space and the healthy home package. Suffice it to say, you understand that you are building a **HOME**, not a house.

I know our house was a challenge in that we had specific technologies and features that no other home that you have built had in one home. Not only did you agree to our changes, you did it with a gusto and professionalism that is beyond expectations.

Bottom line is that we would build with you again!

Regards,

The image shows two handwritten signatures in black ink. The signature on the left is more stylized and appears to be 'Calvin'. The signature on the right is written in a cursive script and clearly reads 'Alicia M. Tanck'.

Calvin and Alicia Tanck