

January 7, 2003

Mr. Bill Shaw  
Wm. Shaw & Associates  
4206 Law Street  
Houston, Texas 77005

Via Fax 713-661-6664 & First Class Mail

Dear Bill:

During the course of time from 1996 through 2001, your company did three extensive remodeling jobs at my home. Every aspect of the work was done in a professional and exemplary fashion, making the experience of dealing with you and your employees as easy and pleasant as possible. The work was always done right the first time and much attention was paid to detail. The final result in all three cases was excellent.

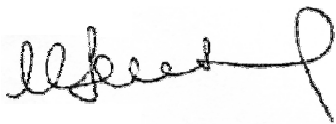
Unfortunately in 2002, I used a different contractor based on a lower price. This is one of the biggest mistakes that I have ever made. I encountered 1) poor craftsmanship, 2) chronic "no shows" of all workers and sub contractors, 3) items that were ignored repeatedly even though they were on 3 or 4 punch out lists and 4) the contractor could not coordinate his subs, so he gave my wife and I the job by giving us the phone numbers and telling us to handle problems without him, even though he was supposed to be the General Contractor.

This job began in March 2002 and should have been completed by July 2002 at the very latest. It is now January 2003 and it still remains unfinished. As a Christmas present to myself, I fired the contractor that I was dealing with and am now hoping that Wm. Shaw & Associates will finish up the job.

I've learned the hard way that hiring the wrong contractor is a mistake of major proportion.

Thank you for your understanding. I look forward to doing business with you In the near future.

Sincerely,

A handwritten signature in black ink, appearing to read "Ken J.", with a long horizontal flourish extending to the right.

Ken J.

P.S. If any of your prospective clients would like information about the work that your company has done for me, I would gladly be a reference.

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