

September 15, 2008

Mr. Roger McLellon  
Marque Homes  
538G Wythe Creek Road  
Poquoson, VA 23662

Roger,

I'm not sure where to begin to tell you how happy I am with the recent remodeling project Marque Homes completed for me. Each step along the way, from demolition to completion, was handled in a professional and competent manner. I believe the overall success of this project is directly attributable to Kevin Penn, Angie Michels, and other professionals on the Marque Homes staff.

Kevin was there every step of the way - "directing traffic," so to speak. His industry knowledge and project management abilities are amazing. He is honest, dependable, professional, and has a keen eye for detail. Kevin is also very patient with the customer. He never failed to answer any questions I had, and if he had to get back with me on something, he always did. I never felt "put off." I knew Kevin would get back with me if that's what he said he was going to do. I very much enjoyed working with Kevin on a day-to-day basis. I'm very thankful I had the pleasure to work with someone of Kevin's caliber and integrity and who possesses such high moral values.

Let's talk about Angie. Where did you find this fabulous person, Roger? She was such a delight to meet and work with on this project. Angie is a true professional. She too has great patience and industry knowledge. She also knows how to work "magic" when contacting sub personnel and getting work completed. If I had any questions, she immediately got the answer. Because of her experience and knowledge, it's almost as if she could anticipate my questions. Angie is a very competent and compassionate person. What a blessing she was to me!!

Of course, I must comment on my experience working with Bernie and Lisa. What terrific people these two individuals are. Bernie is such a professional and obviously has many years of experience in the industry. He could walk into the project, look at it, and tell what was and wasn't happening. He too was very good at explaining the "next steps" in completing the project. He always kept me informed and was forthcoming with any questions I posed to him. Bernie is a very competent individual. I enjoyed very much meeting and working with him.

Lisa is another one of those great Marque Homes employees. If she didn't have answers to my questions, she knew where to direct me. Or if the situation was reversed and she had questions for me, Lisa showed great professionalism and

patience. Even though she and I didn't have a great deal of interaction, when we did, it was always a pleasant experience.

Roger, I had such a positive experience with everyone working on this project beginning with Chris and Chris who were here on Day 1, demolition. These two young men showed respect for me, my home, and Marque Homes. They both worked very hard. They were here early in the day and stayed as long as it took to get the job completed. There was no goofing off while they were here.

I'm not sure I have every sub's name correct; but, I do know the work that was completed and want to comment on the individual work areas.

Dry Wall - Steve Reynolds did a great job on the dry wall. I know it was difficult working with the walls in this house since this is not a custom house, and I feel quality control was lacking when the house was built. However, Steve was able to smooth out the rough spots and mud in as necessary. This was key prep work.

Paint - What a great painter and skilled worker Jay Dixon is AND so calm and patient! Jay did a beautiful job painting the bathroom. He too had a difficult wall situation to deal with, but, that in no way hindered him from doing a professional prep and paint job. Jay always arrived as scheduled. worked very efficiently, and I ended up with a professional paint job, and even enjoyed watching it happen along the way. Nick, who assisted Jay, was also a pleasure to work with. He was professional, did everything possible to make this paint job a positive experience and worked hard the entire time he was in my home. Jay and Nick make a great team!

Tile - WOW! What else is there to say? From the Durocoat to the finished product, the individuals performing these tasks possess amazing skills. This has been a valuable learning experience for me. I had no idea what was involved in framing the shower or preparing the shower floor I much less laying the tile - both in and out of the shower. James, Lewis, and David did an absolutely wonderful job. They are all true professionals.

Electrical - I forgot to get these young men's names; but, they too were phenomenal. Efficient, effective, and professional are words I would use to describe them. They always had a smile on their faces, and came prepared to get the work done. It does my soul good to see such high standards and values in young men such as these.

Plumbing - Ralph and crew were certainly key to this project and did a great job. Dooley showed exceptional patience when installing the hand held shower head.

Overall decorating guidance. Melissa Morrisett was wonderful. She provided the glue to tie all this together for me from the beginning. Melissa set me on the right path of picking out colors and tying everything together. She truly is a talent/

Roger. I am impressed with the workmanship, quality of standards, and integrity of the individuals and companies who crossed my path during this remodeling. Certainly, if I ever have any more remodeling work to be completed, I will call you. And, if the occasion calls for it, I will take any opportunity possible to deal with the companies you used--Quality Glass, Colonial Kitchens, International Tile, and York Lighting.

I am very proud of my new bathroom. I love showing it off! But, most of all, I thank God for taking me to the Parade of Homes and meeting you and taking me down this remodeling path. You exemplify in your actions and with the people you employ how people should be treated in every aspect of their lives. Everyone I encountered with this project was above reproach and obviously respected you a great deal. Leadership starts at the top! You're the top, Roger. Thanks for being you.

Respectfully,



Harriette H.

*Thanks for a great job!!*