

July 4, 2012

Greg Wilson  
HomePro Construction  
P.O Box 8179  
McMinnville, TN 37111

Dear Greg;

We wanted to express our deep appreciation for a job beyond well done. It's one thing to have a contractor do what he was hired to do, but imagine the risk when you work hard all your lives and save for your dream retirement home and it's coming true ... and you're building it 1,000 miles away, living vicariously through email and photos. We were holding our breath just a little bit as we walked in the door and ... it was stunning.

Your attention to detail overlooked nothing. We could see the thought you put into creating what we asked for and just a little bit more. We were impressed by your "can do" attitude, I especially enjoyed your enthusiastic response to some of my wilder ideas and Steve appreciated you keeping us strictly on budget, although that was more Steve's idea than mine ....

Steve and I have never built a house before, and in my line of work, I've seen enough fancy contracts gone bad to know that it comes down to honesty, respect and having a sense of the right, and fair, way to do business. In business, you will be remembered for something you do right and remembered a lot longer for something you've done wrong. Much easier to do it right.

When we arrived on Sunday, June 10 to our lovely new home in Tennessee, it was hard to say who was more pleased and excited, you or us! As we received our bi-weekly pictures and updates and shared them with family and friends, it became obvious that completing this house in the timeline specified required monumental effort and commitment.

Thanks especially to your construction team for all their hard work. We acknowledge that all timelines were met as promised, we stayed on budget and the house was completed in a record breaking time of four months.

.../2 Greg Wilson, July 4, 2012

When we began this project it was on a handshake. We asked how could we work on this build from so far away, indeed, in another country? You assured us you were computer savvy, would take pictures at all the milestones and be available to us via email and text. In the planning stages, we found you to be all of those things; you responded promptly to email inquiries, pictures and plans arrived as promised and you were always available to us via phone.

Steve and I asked you to do even more and property manage and coordinate services for us until we could get there. We commented to ourselves that your trademark response of

"I'd be happy to do that," went a long way towards giving us peace of mind so far away.

In summary Greg, we are very proud of our new home and encourage you to show it any prospective clients. We would be pleased to speak with anyone on the phone to provide a personal reference.

Debbie Tinmouth 905 242-0587  
Steve Tinmouth 416 660-2871  
Home 905 983-5668

All the best and stay in touch!

Debbie and Steve Tinmouth  
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