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**From:** Barrett, Shelly  
**Sent:** Tuesday, April 18, 2006 9:52 AM  
**To:** Curtis Bedard; Douglas Hounsell; James Lovering; Lance Niboli; Gary Tyer  
**Subject:** Our Compliments...

Chris and I wanted to extend our appreciation and compliments on the work performed by two of your staff members at CSI, who did an **excellent** job. When you're creating a home as we have done with Gary Tyer and CSI, you learn to appreciate the people that do an exceptional job and really take the time and care that you as the home owner would. While there have been many wonderful and exceptional people that have helped us achieve our goal, we would like to acknowledge the work of Bill and Brad.

Yesterday, Bill and Brad arrived to replace a kitchen cabinet which required taking down two of the upper wall cabinets, replacing the one over the stove and then re-installing the one next to it. This task included not only the cabinets, but also removing a power outlet for the microwave and replacing all the finish trim work. It all sounds simple, but in fact Bill and Brad took the time to measure, level, and align the cabinets so you would never know that the cabinets were replaced. The care and attention to detail in their work was impressive. They didn't just treat it like another quick job.

What impressed us again was they didn't just stop at the upper wall cabinet work, and leave! They took the time to make sure there were no other issues related to the cabinets that needed to be fixed before leaving. In doing this, they found that the stove wouldn't fit into the space provided between the lower base cabinets. It was 5/8" short and would have prevented us from installing the stove without moving the lower cabinet to the proper width. Then because the microwave was partially installed, they replace the bracket for the microwave and mounted it on the cabinet. As they were packing up they offered to help us move the stove into place (it had been delivered but couldn't be set in place until the cabinets were changed out). Again, not only did they assist us with moving the stove into place, but assisted us with connecting the power cord.

While we definitely appreciated their attention to detail and their consideration, we would also like to say that Bill and Brad communicated well what they were doing, were professional while there, and friendly.

The reputation of a company is sometimes measured by the people that represent them and although CSI has many such people that we have met in our journey. Sometimes it's worth mentioning when you have people that are willing to go that extra step to make sure that your customers are happy and taken care of. And really it's sometimes the little things that make the biggest difference.

Our many thanks to Bill and Brad for making us feel important, and for the wonderful service.

Sincerely,

Christopher Thayer and Shelly Barrett

(Homeowners through Vermont Pinnacle Homes - Gary Tyer)