

December 1, 2003

457-2221

To: Ed Wells

From: Nancy and John Addison      Orchard Lakes

Dear Ed,

There are two bills following this cover sheet. We are faxing these to you per your request. Both bills were related to the problem we had in our first floor bathroom. Thank you for taking care of this reimbursement for us.

We just want to thank you so much for taking care of this so quickly. Especially for the extra effort you made to see that the repair was done so we could use the bathroom on Thanksgiving when we had all our family here. We are still so very happy that we chose Sovereign Homes as our builder and have always had such good service from you and the company. We really appreciate that, especially when we hear from other non-Sovereign neighbors about the poor service they have received from their builder(s). It is nice to know that there are still good companies out there that provide excellent service after the sale.

Thank you. Have a wonderful Holiday Season with your family.

Nancy and John Addison