

**Nancy E. McLachlen  
6009 Tilden Lane  
Rockville, MD 20852**

December 15, 2008

Jeffrey B. Robins  
President, Jeffco  
11119 Arroyo Drive  
Rockville, MD 20852

**RE: JEFFCO's Full Renovation / Addition for Our House in Luxmanor**

Dear Jeff:

You recently completed work on our home. We would like to make some comments. You're free to share this with your prospective clients.

Our family has owned 6015 Tilden Lane since 1963. When it was put up for sale, we purchased the house next door, which was 6009 Tilden Lane. Both houses were nearly identical ranch homes, built in 1963 by the same builder (Harry Dodge, who built 6 similar homes in Luxmanor). Both were single story ranch style homes, with 6009 having 4 BRs and a 2 car carport, with 2133 square feet on the main level vs. 6015 has 3 BRs and a 1 car garage, with 1875 square feet on the main level.

The reason we bought 6009 was to put an addition on the back. I had been in a wheelchair for many years and needed more space. We retained architect Bruce Rich to do the plans. He suggested several potential builders, with you being among them. Bruce was careful to stay out of our decision about which builder to use, but it became obvious that he had a great deal of confidence in your company, as he had worked with you many times in the past. From the beginning, we were concerned about possible unforeseen "problems" that typically come up during renovations and additions to older homes. I felt that you were going to be able to handle whatever might come up. I was also impressed with the many excellent references from your clients, who were all happy and satisfied that you went the extra mile to make sure your work was as close to perfect as possible. The other builders did not measure up compared to your company. You offered to assign a full-time project manager, which was going to cost more money but we felt that would insure a superior result. We chose your company to handle our project because we knew you would do a great job. And we weren't disappointed.

The original plan was to leave the existing house largely unchanged but to put an addition on the back of the house, with a new master BR and large bathroom, plus a family room, and a deck, all on the main level, and then also have an unfinished basement as well. But as things progressed, we threw several real curve balls at you by completely changing the "scope" of the job. This frequently caused disruptions in the construction plans. And you made it clear that this would significantly impact our original budget for the project, and of course you were right.

But in the end we all agreed that all of the changes that we made produced a very good end result.

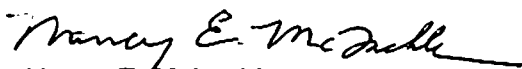
From the beginning, we were impressed by your business-like approach. You always returned telephone calls, usually within a minute or two, just like your other clients said you did. You frequently visited the construction site and were always on top of things. That fact alone puts you in a special category. It was a good thing you operate in this manner, at the rate we were making alterations to the original plan and making unusual requests that you had to constantly adjust and adapt to.

As expected, we did run into certain problems associated with the existing house and foundation. I had a concern about water and moisture issues, as well as the strength of the foundation wall. You took several actions to deal with these concerns and make sure we would never have any such problems in the future. You had an exterior foundation drain put in, with cleanouts, and sealed the exterior foundation walls and added a drainboard. You also added a second system of exterior drainage pipes that were connected to the gutter and downspout system. And you did a wonderful job of grading the entire lot so that there is positive drainage away from the house, on all four sides. All of this produced a house with no water issues and a lot that is dry. In addition, you took actions to make sure the existing foundation walls were strengthened, including window wells.

As the project went forward, we threw constant monkey wrenches into the machinery and you were able to adjust. When we decided to take down the walls and raise the roof on the existing house, you made it all happen. When we wanted an elevator, you found a place to put it. When I wanted a swimming pool in the basement, and a dual geothermal heating / cooling system, and a water treatment system, and a "whole house" natural gas generator and a fire sprinkler system and a state-of-the art electrical system / lighting system, and so on and so on, you just kept juggling all the balls we threw at you and made it all come together.

We also want to add that you worked hand in hand with our architect and our interior decorator. All of you working together created an extremely well constructed but also beautiful home. Jeff, you are truly a "class act" and we would give your company and you personally the strongest possible recommendation for any prospective customer who is interested in obtaining an absolutely superior construction job. Please feel free to use us as a reference any time.

Sincerely,

  
Nancy E. McLachlen