

May 19, 2005

Mr. Dan Braun
Del Rancho Pools
1315 Encinitas Blvd.
Encinitas, CA 92024

Dear Dan:

Having been in the Construction Industry for over 38 years, I have seen things that would boggle the minds of sane people.

I want you to know that **Del Rancho Pools** is now at the top of my "A" list of Subcontractors that I would call upon without any hesitation.

From the time that my wife and I made the decision to install a pool spa combo at our house, I for one, had reservations. How could a local company compete with all of my great "Contacts"? Boy was I wrong!

I called in some of those contacts that I had in the past, to take a look at what we wanted to do, and most importantly, within the budget that we had to work with.

After looking at over three estimates, my wife and I met with **Chuck Grosse**. He not only brought us a design that fit our back yard, but exceeded our expectations of what we could get for our money.

The first time we met with your field superintendent, **Eric Godsey**, we could tell that he not only had our best interest in mind, but would be there if we needed him. He has kept us updated, listened to our concerns, dealt with my wife and I on a daily basis, and most importantly, always dealt with us on a personal but yet professional level. I know that I can call him at any time of the day and he will be there.

As in any job there are going to be set backs. Even though this project was permitted, the city of Oceanside came up with a new shopping list of demands.

Chuck Grosse was on top of their requests the next day. He was able to redo drawings and structural calc's so that this project did not fall into the "Black-Hole" of the city's plan check rhetoric. I can not tell you how much this means knowing that you have someone working on your side. It would have been easy for him to put it on the "I'll get to it when I can" pile. Instead, he took the time to walk it through the plan check process.

Being in the business, I know how long this process can take at times.

Chuck made the permit process happen in a day. **Eric** and your subs made it all happen in the field, not only on schedule, **but a day early!**

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You are the kind of company that I would stake my reputation as a General Contractor on. I have that *warm fuzzy* feeling that your company will not only deliver what they say they will, but also honor the commitments that they present at contract signing.

I do have to give accolades to the subcontractors that you use.

The only word that comes to mind is "**Total Professional**".

They know what they need to do, do it and make sure that the next subs can "**Rock & Roll**"!!

Special thanks to the crew from **JP Gunite & Shotcrete**.

Talk about a class act!

The newest equipment, the best crews, and the most informed, professional superintendent I have encountered in years.

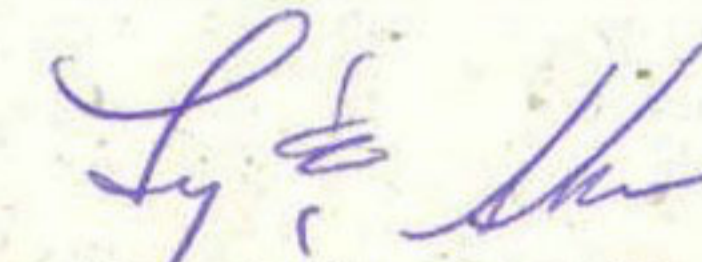
Victor Albanez is one of those people that I wish was working for me.

He went over and above what he needed to, making sure that what he was giving us was exactly what we were looking for.

Dan, I take my hat off to you, your staff and, your subcontractors. You have put together the best team of people to make your customers happy.

Keep up the good work!!!

Sincerely,



Terry & Shan Bottorff

Cc: **APSP** Att: John Cergol
JP Gunite & Shotcrete