

July 2, 2008

Mr. Phil Raynal
R.A.L. Builders
500 Giuseppe Court, Suite 1
Roseville, CA 95678

Dear Mr. Raynal,

As this is being written, we are outside on our patio enjoying the beautiful cover designed and installed by your company, and wondering why we didn't do this years ago.

Since our lot is on the golf course, the cover is highly visible. We have received numerous compliments and several have told us that this is absolutely the most attractive patio cover in Sun City Roseville. We agree. The nicest compliment was that our cover looks like it was designed with the house and is not just an "add on."

Richard Borgesi did a super job in every respect. He spent several hours with us getting to know exactly what we liked and offering different ideas and suggestions. His design hit a home run. Within hours of his proposal he followed up with a fax commitment and then waited patiently for our decision.

As promised, RAL went right to work and in a minimal time frame the permits were obtained, footings dug, and inspection completed. Then the men sent to do the work impressed us with their professionalism and determination to do the best job possible. We wish everyone could see what they accomplished. (The building inspector doing the final inspection was also very complimentary.)

Please express our appreciation to Ted, the lead installer, and Channing (not sure of spelling) for the fine work they did and the attitude they demonstrated. We could not have asked for better workers.

It is not often that we get to write a letter like this and it gives us pleasure to

do so now. There were only two minor things that needed attention due to problems beyond their control. Rich was quick to respond and one has been resolved. The other requires a part that is back ordered and, based on the excellent service provided to date, we are confident will soon be installed.

Thank you for the great job and making our home more enjoyable and beautiful. Please express our appreciation to Rich, and also Ted and Channing.

Sincerely,

Jerry Montgomery
Judy Montgomery