

REBA L. WILLIAMS

13 October 1999

Mr. Larry Hughes, President
Alpha Building Inspectors Division
Alpha Engineering, Inc.
P.O. Box 669
Bear, DE 19701


Dear Mr. Hughes:

On behalf of the Pulte homeowners of Stone Mill and Riverwalk, I would like to sincerely thank you and your partners for taking time out of your busy schedules to attend our town meeting on Sunday, October 3, 1999. At that meeting, your professional credence regarding the condition of our new homes was immeasurable. Your dedication to excellence and the extra effort applied during this trying time for us homeowners is immense. Your expertise has proved to be an invaluable asset and has given us an in-depth understanding of the construction woes occurring in these new homes. The overall professionalism displayed by both you and your partners is unparalleled.

From my initial call to you back in March, you displayed a sincere interest in my problems and provided me with an assurance that you would conduct a thorough inspection and would try to quell my fears, if they were indeed unfounded. Your generous assistance is commendable and is greatly appreciated. You speak to people on their own level and make it personable. Your remarkable attention to customer service and satisfaction is to be celebrated.

Many thanks for the referrals you provided. I have been in touch with most of them and will follow-up with you on how things progress. In closing, I say **THANK YOU, THANK YOU, and THANK YOU**. I'm confident I couldn't have gotten a team of inspectors who were more thorough or competent than you.

Respectfully yours,



REBA L. WILLIAMS