

Donald and Loretta Walters  
Bethesda, MD 20814

Emily and Andy Rosenthal  
Rosenthal Homes  
1520 West Kersey Lane  
Potomac, MD 20854

Re: Renovation

Dear Emily and Andy:

We would like to take this opportunity to express our profound gratitude and thanks for your professional dedication and support throughout the recent renovation of our home. Although there were many decision points along the way toward completing our project, we are very thankful that we made the right decision on the most important issue; namely, selecting Rosenthal Homes as our builder of choice.

Our project entailed a comprehensive remodeling of our existing home. Since we had never remodeled a home before and, therefore, were "neophytes" to the process, we had no understanding of the level of detail associated with completing such a major project. These concerns were allayed after our first visit with both of you to discuss the professional manner in which Rosenthal Homes undertakes and completes each home remodeling project. The dedication of you and your team of professionals at Rosenthal Homes to the successful completion of our project in a timely manner exceeded our own expectations for a positive result.

While, perhaps, many builders may think of building a home as a "construction project," it was the extremely personalized manner in which you and the team at Rosenthal Homes guided and counseled us through the process that underscored your dedication to making sure that we were building a "home" that met the needs and preferences of our family. It is difficult to find words to express our gratitude for the countless hours you spent with us going over various alternative choices and accompanying us on selection trips to various vendors to make sure that we were comfortable with the many decisions that led to the final successful completion of our project.

This personalized approach to quality home craftsmanship was exemplified by the professional and courteous manner of your entire homebuilding staff. In particular, everyone in our family grew deeply fond of Fred, the onsite manager of our remodeling project, for the care and skill he exhibited in everything he did for our home. Still today, I use many of the tips he offered me with respect to home maintenance. He was, in short, an outstanding craftsman and a quality person and serves as a tremendous asset to your team.

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Of course, we also found the quality of your construction and craftsmanship to be of the highest caliber. Your attention to detail on many issues both large and small was exemplary. Your experience allowed us to rest assured we were going to complete our project on time and within budget – and we did. Several homes in our neighborhood underwent renovation at approximately the same time as our project began. It was extremely satisfying to observe that our home was completed on time as promised while many of our neighbors were lamenting the fact that their builder would work intermittently thereby causing delays to the timely completion of their projects.

There were so many ways in which you went "above and beyond the call of duty," it is difficult to recall them all. But, in sum, selecting Rosenthal Homes to complete our remodeling project allowed us to feel like we became part of the Rosenthal Homes family rather than simply establishing a relationship with a builder. And in building a "home" for our family, what could be more important than that.

Please do not hesitate to have your prospective clients contact us if they would like to discuss our positive experience with Rosenthal Homes in more detail. Please also give our best to Kelly, Neal and the other members of the Rosenthal Homes team.

Thank you again for the tremendous contribution you provided to our family. We will always be grateful.

Sincerely,

Don and Loretta Walters