

August 1, 2002

Tim Tennant
Gulfstream Pools
Oldsmar, Fl

Dear Tim:

When evaluating any firm to establish a business relationship with most people consider the same important critical factors, although they may prioritize them to their own order. First and foremost in our minds was to select a firm who we were confident iwould provide high quality in a delivered product. Second, I would say, was the timeliness of completing the work contracted for, (which in our case was considerable). Third, reputation and the gut feeling you get when you deal with people that you will get what you were promised during the negotiation phase. Last but as important the required investment any consumer makes to achieve the first three goals.

It's nice to know you can still bat four for four these days. My wife and I both feel we began a business relationship with a quality firm, Gulfstream Pools, who delivered a high quality product, my new world of relaxation, in a timely fashion, as you promised, for a fair price. You delivered VALUE!

The best reference I can give you and your firm is to this letter and to provide support for it by speaking to potential Gulfstream customers regarding the project that was recently completed at our home. We all know that this type of accomplishment was no single persons effort in your company. The fact is ALL of the folks we met through the project were diligent, professional, and excelled at their craft.

It would be unfair not to mention Rochelle for her daily diligence and friendly follow up with us throughout the project. Ted, for his consistent supervision and quality checks during the critical phases, Eric, whose stone craftsmanship continually gets accolades when ever we have a visitor, Phil and company from Bates who clearly is customer focused, Mark and the screening crew, and Josh from Shore Commercial (above and beyond). Bottom line everyone from the clean up crew to Jennifer manning the desk has treated us with courtesy, understood what a project like this entails and how important it is for the buyer to have the confidence in knowing that the owner of the company not only "talks the talk" but during and after the fact continues to "walk the walk"!

Tim, Cyndi and I both thank you not just for a job well done, but for a job that has exceeded our expectations, came in on budget and came in on time. Please feel free to pass on these thoughts to other prospective buyers who may wonder if it will be all worthwhile - it is and will be for many years to come as we enjoy our new surroundings.

Best Régards

Bob and Cyndi Letzeisen

