

Subject: Wanted to praise your employees

Dear Sirs,

My wife and I were staying the Waikoloa Estates from Nov -1 through Nov 10 and our unit was having the columns completely redone while we were there for our vacation. The owner of the condo did not inform us to the extent of the what was being done or we most likely would have gone to stay at a different unit.

When we arrived all the patio windows where boarded up. The condo was stifling and dark – not some place you would want to spend your vacation. We immediately went outside and found your Superintendent Mark Ross. We explained where we were staying and Mark was able to work with us with removing the board up every night and give us adequate access to the patios and windows after 5:00 pm and up until about 8:30 am. Mark informed us daily of the scheduled events and what days the crew would not be by as the concrete was curing.

The daily information was accurate and the crew was very thoughtful and courteous. I want to especially mention a young man by the name of Seanacy who was very diligent with the daily clean up.

I deal with contractors on a daily basis at work and as a contractor talking to a third party such as myself, Mark could have easily said, too bad – we have a schedule to keep and the owner should have informed you. Instead he was very sympathetic to our plight and made every effort to not impact our stay and vacation. Because of his and the crew's efforts your work did not impact our vacation in a negative way.

You are very fortunate to have such a good team working for your company. Just wanted you to know.

Best regards,
Kerry

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