

1st March 2009

Brent and Tracey Greer
165 Kakariki Way
Whitemans Valley
Upper Hutt

To Moss Brothers
PO Box 38
Masterton

Attention Julian Moss

Dear Julian

It is hard to believe but it has been almost a year since Brent and I were able to move into our gorgeous house. We are very pleased with the final result and that is largely thanks to you. You made it easy for us to make the necessary decisions because you showed us various options and explained things until we understood. Your patience and understanding is appreciated.

We are also very appreciative of the extra mile and lengths you went to, to ensure the project flowed. But more importantly when a problem arose it was sorted immediately and Brent and I were left feeling confident our house was in very capable hands.

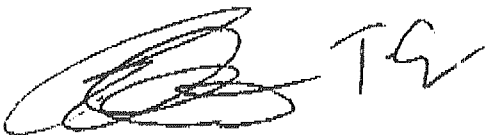
When Brent and I were looking at house designs we decided to go and look at the various show homes and see what was on offer. We saw lots of nice houses, but nothing took our breath away until we walked into your show home. I can safely say we were both sold after walking into the entrance way. We both love the period and style of house you design and build but it is also the attention to detail and the standard at which you expect your tradesmen to work to.

When shopping around we realised you were not the cheapest to build with but no other company fulfilled all of our expectations like you did. Brent and I believe, as with most things in life, you get what you pay for. So in that sense we acknowledge it's not what it cost but what we actually got for our money – an absolutely stunning family home.

We were very impressed in particular with the builders, Darren and Glen of Workman Construction, who were able to transform your wonderful design into a reality. Not only were they usually the first to arrive and the last to leave each day but they worked on our house both indoors and out regardless of the weather. As we are very high up we are prone to snow in the winter and snow it did. However, Darren and Glen kept on busily working and also making sure that other tradesmen left the building site as clean as they did.

Brent and I would have no hesitations in referring anyone to you at Moss Brothers who want to build a new home. We know they will be as well taken care of as we were.

Kind regards

A handwritten signature in black ink, appearing to read 'Brent TG', written over a large, circular scribble.

Brent and Tracey Greer