

10th March 2009

To Moss Brothers Limited
PO Box 38
Masterton

Attention Julian Moss

This letter is just to say thanks for a great job – we love our new/old-looking home.

We went to Moss Brothers because we were so impressed with your Masterton showhome and the type of work you specialise in. We really wanted an older period house to go on our vineyard and olive grove but could not face buying an old relocateable and restoring it. Building a new house that looks old was a perfect solution.

The tradesmen and subcontractors you employed were all knowledgeable and highly skilled at what they did and were always willing and able to give great advice. They were always polite and pleasant and fun to have around. And you kept your promise not to take the carpenters away to work elsewhere – the build was continuous.

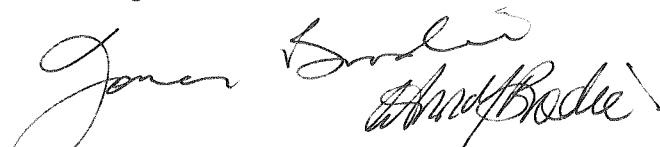
You designed a beautiful home for us taking into account all of our concerns and listening to what was important to us, but most importantly, worked around our budget.

The guarantee you included really gave us peace of mind. The fact that Moss Brothers guarantee their workmanship for 10 years is what finally convinced us you were the designers and builders for us. To our knowledge no other builder does that.

Finally, we really appreciate it that for years after you completed our new home you continue to phone us and stay in touch, at least once a year, just to ask 'how's thing's' and 'is everything ok'. This tells us that you really care about us and the new home you designed and built for us long after we moved in.

We'd have no hesitation in referring Julian Moss of Moss Brothers to anyone thinking of building a new home.

Kind regards

Handwritten signatures of James and Ann Brodie. The signature 'James' is on the left, and 'Ann Brodie' is on the right, written in a cursive style.

James and Ann Brodie
142 Dublin Street
Martinborough

Handwritten signature of Julian Moss, written in a cursive style.