

September 12, 2005

Tyson Hermes
Hermes Construction
1 Mook Rd. Suite 201
Wilder, KY 41071

Dear Tyson;

I first wish to thank you for your incredible patience regarding our Office Renovation project at 100 Barnwood Drive in Edgewood, KY. As we near completion within the next several days, I am amazed that we have transformed a dingy industrial space into the beautiful, Class A office space my staff and I will be enjoying for years to come. You were so kind and attentive to the details that mattered to me, -- and there were many, -- and I know that most other builders would not have been so thoughtful.

From the beginning of our contractor review process, I could see that you took a level of care to my project beyond what any other prospective builder was doing. You helped me with ways to save money in the initial design process, before you were even awarded the bid. Despite that many of the larger, perhaps more well known builders, were bidding this project, none of them gave me the confidence that you did, that you would be there for me throughout the process -- and you have been. I have never regretted that decision and even have felt blessed to be led to your firm.

I would be honored to speak with any of your future clients and to share my experience with Hermes Construction. We faced some unique challenges with this project and I know, just in how you dealt with them, you could handle any other challenging work. To be specific I would like to commend you for the following:

- On-going Operations. Your ability to work around our cable system headend (our technical hub for 85,000 cable customers) without disturbing the workspace, or the workers in it. Having to do a complete gutting of the office space surrounding that hub, without ever cutting any service to that area, required some special preparation and handling. We never lost service, and the workers in the space were able to work without disruption.
- Vendor Selection. Your patience with my vendor selection was especially time consuming for you. Because many of my clients are in the home finishing business, you allowed me to work with the businesses that support my business and I was able to showcase their work in my office space. This meant using my flooring clients, my plumbing fixture clients and my kitchen design clients, not to mention other wall finish designs and art dealers. This took more of your time and extra coordination and you did so cheerfully and smoothly.
- Preventative Maintenance. Your keen eye helped us to discover structural degradation that could have undermined our renovation had those problems not been caught and repaired. This included repairing major floor cracks where the building had been sinking for years, incorrect HVAC installation and roof leaks. Had these issues not been discovered early on and effectively dealt with, our offices could have had damage in the future that would have caused irreparable damage and certainly costly expense.
- Budget Management. We knew from the beginning that the project was under budgeted but you help us to find ways to make some small concessions and some large ones that would bring the project under budget. When we found additional funds, you helped utilize those wisely, bringing back in the details that mattered most to us and you kept me aware of every change and how that added up.

Thank you for your enormous contribution to this "Extreme Office Makeover" and for the positive effect it is already having on the employees under my care. We are forever grateful for your hand in helping us grow our business, in size, in space and in spirit.

Sincerely,

Dana Skulan

Dana Skulan, General Manager