

Casey and Margaret Brandson

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Jim Metzger, President
High End Development, Inc.
5056 Commercial Circle #C
Concord, CA 94520

Jim:

I'm sorry we didn't get a chance to meet during your trip up here to arrange for our Pli-Dek installation last weekend. Thanks very much for taking that effort to work with my contractor and assure your workers fully understood the expectations of the job.

As I told Tina, we were very impressed with the skills and diligence of your crew. My contractor also commented on the attention to detail from both Mike and Matt in the tough job of laying the metal. They appeared to be very careful to assure everything worked well, and had to endure the tremendous heat we experienced while they were working here. Despite that hardship they seemed well prepared, were courteous and timely in all their activities. They did a great job cleaning up at the end, and recalled the requests of our contractor for some of their left-over materials. Mike gave us advice about protecting the deck as construction is completed and direction for care and maintenance.

Because we were not familiar with the product or process, we have just one suggestion: It was very difficult to select a color based on the small square in the brochure color chart. We tried to print larger samples and be thorough in anticipating how the color would appear, as that is the visible outcome of what was a huge investment for us. The color appears much more grey than the brown we had anticipated on the basis of what was available to make the selection. We know Mike used exactly what was required for our selection, so we are not expressing disappointment with his work. However, it may be helpful for future customers to have a larger sample (such as the examples of other colors you left for us) in each color.

You were very patient with us. We know it's always more difficult to work with an individual residential owner than with a larger developer or organization. Thanks for the time and attention you gave to our questions and the good selection of workers to do our job.

Sincerely,



Margaret Brandson

c: Tina Makrakis