



## EMERALD TOWERS

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1044 HIGHWAY 98 EAST  
DESTIN, FLORIDA 32541  
850-837-6575

February 27, 2003

RECEIVED

BY: \_\_\_\_\_

Mr. John McIlvain, Vice-President  
American Restoration of Texas, Inc.  
2002 West Kirby Street  
Wylie, TX 75098

Dear Mr. McIlvain:

Every now and then an event occurs that causes special notice; a job completed on time, an unusually high quality of workmanship and service, professional behavior of individuals in the workforce are some examples of noticeable events. The Emerald Towers community has recently enjoyed such an event and we the board of directors are compelled to take special notice.

We commend the American Restoration Company for the timely completion of the two-year project that resulted in our beautifully restored building. But in addition to that, we thank the management of the American Restoration Company for dispatching the completely professional crew to the worksite. This unobtrusive crew exemplified what is uncommon in today's workforce: awareness of the surroundings, concern for the comfort of the residents while work was accomplished, quality performance of the job requirements, cleanliness of the worksite, and a general overall professional attitude. Of special note is Mr. Mark Wright, Construction Manager. His management of the project has been nothing less than outstanding. Please pass on our thanks.

Sincerely,

Joseph Syslo – Secretary/Treasurer  
Emerald Towers Board of Directors

cc: Mr. Joseph Killian, Sales Manager  
Mr. Gary Bodenbender, Regional Sales Manager