

February 2014

To Whom It May Concern,

We had been looking to build a new home for over three years when we selected K & L Homes and Chad Moldenhauer. We attended all of the Parade of Homes and took advantage of opportunities to look at homes by many builders. We carefully researched our decision in terms of design, quality of materials, subcontractors, and reputation and reliability of the builder. K & L ranked very high in our selection criteria. It probably would have been an easy decision simply based upon the excellent reputation and awards K & L has earned. Nonetheless, we previously had built a new home and were not new to the building process. We were very careful and deliberate in selecting who would build our dream home. We were delighted and confident in our decision to have Chad and K & L build our house and we are very rewarded for our decision. We absolutely love our new home!

Because K & L builds so many houses we had the opportunity to inspect many of those houses during each phase of the construction process, including framing through finishing like tiling, stone-work, and floor-coverings. We received many good ideas from the successes of other K & L homeowners. We became familiar with the quality of work by the subcontractors and particularly the K & L employees that do all the work during the finishing stages that we see as homeowners and, hopefully, enjoy for many years. For example, K & L designed a unique fireplace for us and precisely cut and installed the stone in a manner that the stone manufacturer said could not be done. We were impressed by the pride K & L employees took in the installation of fireplace stone, back splash tile, flooring and etc. It was obvious to us that the quality of our home and our satisfaction was important to them.

Many of these individuals were absolute artists with their work. K & L employees were always patient, polite, and respectful and we never felt like our presence or questions were an imposition. Respectful treatment by these individuals always suggested to us similar treatment of our home and its construction and features.

The subcontractors were great to work with including, for example, the electrical, plumbing and heating subcontractors. We really want to acknowledge the cabinet work because we could not be more pleased with the quality, color, and appearance of our cabinet work, which is such an important and noticeable part of our beautiful home.

We really liked Co-Construct, the software K & L uses to build its homes and communicate with its customers. It tracks the construction schedule of your home, selection of your materials, and costs of change orders and upgrades. We reviewed and approved each change order and it eliminated any surprises or disagreements about the changes and costs. It was so helpful to be able to track those costs to determine our priorities and keep focused on the bottom line in order to avoid cost overruns. We were very pleased to avoid the pitfalls of "he said-she said" and "I told you this would cost more...and no, you didn't."

If we ever build again, and we like to think we will, we would choose K & L Homes again. We are extremely happy with our home. It was a very positive experience and we could not be more pleased with our new home! On a scale of 1 to 10, we would rate our experience as a "9" with any higher rating not likely attainable.

Sincerely,

*Parrell and Sheri Grossman*