

Dear Mr. Sheffield:

I am taking this opportunity to thank you for the exceptional craftsmanship, professionalism, and project management that Labrie Associates showed during the execution and completion of the landscaping project at my home in North Hampton.

I greatly appreciated that you took the time to work through the all of the project details with me, presenting me with options, sharing your experience and expertise, and eventually applying your team's skill at creating a beautiful and functional multi-tiered garden landscape at my home.

Before the project, I was impressed several times, but in particular by the following:

- You provided me with extensive research to assist with my architectural and botanical decisions and sent me a packet of color printouts of various plant types, pictures of your own past projects, and the manufacturer product brochures.
- You worked closely with me to develop a project schedule and detailed line-item cost estimate.
- You engaged with me to rationalize and discuss the project details that I felt were important, never discounting my opinions.

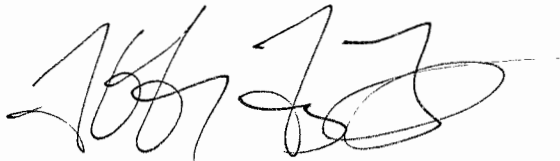
During the project, your team and you impressed me:

- The build-team arrived thoroughly briefed and knowledgeable about the project scope.
- The team was meticulous in its planning, staging, and building.
- The team did not mind that I asked questions during the building process and seemed genuinely pleased to speak with me about all aspects of the project and materials.
- The team cleaned up every afternoon and made the worksite as safe as possible for passersby.
- You, yourself, showed up several times during the 2-week project to take pictures and assess the team's progress. On other days, another project manager was present to address any questions from the team or from me.

At the end of the project, I was thrilled that our careful and detailed planning yielded a beautiful, on-time, on-budget result! You followed up several time to ensure my satisfaction. My family and friends have been thrilled with the beauty and utility of the tiered garden!

Thank you for your excellent work! I am looking forward to "Phase II" of the project!

Warm regards,

A handwritten signature in black ink, appearing to read 'Jeffrey Friedman', written in a cursive style.

Jeffrey Friedman
North Hampton, NH