

September 12, 2004

TO: Keystone Homes, Inc.

I am writing to tell you how pleased we are with our Keystone experience.

Having a house built when you live 1,000 miles away can be a scary and difficult experience. We talked to a lot of local builders and were not comfortable with any of them. We were ready to give up when we made a trip to your display of homes. We also toured the factory.

However, the real deciding factor was when we were introduced to your local representative, Mr. John Bohr. John invited us to his Keystone home. He found us a local clearing company, foundation company, someone to do the basement floor, a plumber, and an electrician. All of his recommendations turned out to be first class choices. He helped us get all of our permits and inspections. Most of this was accomplished on the phone! I felt like I had a twenty four hours a day help line.

We were also greatly helped by our sales person, Sue Robson. Sue has the patience of a saint and was always willing to help us and advise us.

On the first week of January, the house arrived in a blizzard with temperatures of 16 degrees and 25 MPH winds. Somehow, the crew was able to set the house. They all went beyond the call of duty to get the job done.

Your finish crew came in to complete the work. I used to be in the building business and I know construction. I have never seen a house so well engineered and constructed. There must be a third more lumber in a Keystone home than a conventional stick built house. The drywall and finish carpentry exceeded that of houses that cost 3 times as much. I found your crew to be real craftsmen. Usually there are items that need to be fixed or adjusted on a new home after the owners inspect it. To date, we have not found anything that needs to be corrected.

Thank your for the high caliber of your homes and your employees.

Mr. and Mrs. Lynn Keiter

*Lynn Keiter*

*Marsha Keiter*

Frostburg, Maryland