

June 19, 2001

RECEIVED
JUN 22 2001
BETTER BUSINESS BUREAU
N.W. OHIO S.E. MICHIGAN

Scott Cousino
Cousino Concrete Impressions
5305 Consear Rd
Ottawa Lake, MI 49267

Scott:

I just wanted to drop a note to say thanks for the excellent job your company did on our new stamped concrete for our new home.

You guys were absolutely awesome! I know that sounds a bit overly dramatic but your concern for doing the job right and making us happy were beyond comparison. You had competitive pricing, promptly started the job the afternoon we signed our contract, finished the job on time, with quality workmanship and with no surprises. Additionally, although it may sound trivial, you returned phone calls and kept us informed as work progressed. You worked closely with my wife to add the steps and different levels and also made her comfortable during the whole process. Best of all, the patio and walks look super. We have had many compliments on the job you did.

You are always welcome to use our patio as an example of your work. Better yet, use us as references for future clients who may feel the customer in customer service may be long forgotten with many building contractors.

I have been keeping a log of all the different contractors and companies we have used during the year it has taken us to build our house. To date, we have traded with over 50 different companies – several of which would have received a grade of "F" in the category of "overall client satisfaction". Your company, however, would receive an "A" for your professional approach to selling, installing and servicing our patio. What a breath of fresh air!

Thanks again,



David J. Cox
9253 Meadow Landing Court
Sylvania, OH 43560

CC: Joe Madden – Riverhills Construction
BBB of Toledo

cc - phone #s
345-0294 or
349-3863