

May 11, 2008

Mr Michael Belle, President
New Century Homes, LLC
12631 Centurion Lane
Fairfax, VA 22033

Dear Michael,

I wanted to take the time to write to you to express my thanks and gratitude for all of your work during my basement renovation. It truly was a stressful endeavor for me to undertake, however, once I met with you, you instilled in me the confidence that my project was in great hands.

There is nothing more important than feeling that you can trust your builder...trust their expertise, trust their employees, trust their contractors and trust that you're getting a fair price. But the best aspect of working with New Century Homes was your personal attention. You took time to get to know me...my tastes, my priorities and my concerns.

Throughout the renovation process, you were responsive to my concerns, answered my questions and made yourself available at all times. Your sub-contractors were friendly and respectful, their quality of work and craftsmanship impeccable, often exceeding my own expectations. During construction, I had areas where I wanted to make changes. You always took the time and made the effort to see that those changes were made and that I was satisfied. I know what I like, but I'm not a decorator or a visionary. You knew what would look good and, somehow, knew what I would like and what would not please me. This really helped in the excellent end result.

Communication was of the highest level at all times and I appreciated being kept up-to-date on progress. Your team was always diligent in letting me know what the schedule would be and keeping to that schedule. There was never a time there where there was a "no show" or deviation to the times work started and ended. My neighbors commented on how unusual it was to see work being accomplished on a regular basis throughout the entire process.

I would be remiss if I did not thank you for the GREAT JOB you did on my Egress Window. I was very surprised when you laid down plywood on the lawn to hold the machine when you dug the hole by the window. The window provides nice lighting to the room, as well as an exit in case of an emergency. It turned out even better than I expected.

Your organization is one of the best I've seen in terms of quality, organization, thoroughness, follow-up and "hands-on" involvement. I have been so impressed with your entire staff and would look to New Century Homes again for any future home renovations.

I feel that New Century Homes is made up of a team of fine people, who are completely committed to producing a product that is of the highest quality attainable. The commitment you made to me and my basement for the past three months has been exceptional. I look forward to a continued relationship, personally and professionally, over the years to come.

I remain your satisfied customer.

Jeanne G.
Oakton, VA