



October 21, 2003

Mr. Chuck Brewer  
Howard's Rug Company of San Diego  
6110 Nancy Ridge Drive  
San Diego, CA 92121

Project: San Diego County Credit Union  
Re: Thank You

Dear Chuck:

I wanted to personally thank you for you and your team's efforts on the San Diego County Credit Union project. Through the efforts of your company, we were able to complete the project on time as promised to our client. Thanks to you, Reno Contracting can *still* state that "we have never missed a completion date".

Your company's dedication to meeting schedule and producing a final product that meets or exceeds our quality expectations, has helped us produce a space that Reno Contracting and San Diego County Credit Union can be very proud of.

Your company's commitment to the project's objectives helped Reno succeed. I acknowledge and applaud your efforts and really appreciate your company's dedication towards successful results.

Thanks again for your hard work and professionalism. I look forward to working with you again in the future.

Sincerely,

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

Chris Heim  
Sr. Project Manager

CH/cs