

From: John Alderson
100 Oak Avenue
Carrboro, NC 27510

To: Jason Truesdale
Fortress Fencing
P.O. Box 1377
Carrboro, NC 27510

Date: November 27, 2007

Re: 7.5' Stockade Fence with 1 ½ lattice on top – 56'

Dear Jason,

I wanted to take a minute to commend you and all at Fortress Fencing on your excellent service as well as the installation of the fence. It started with Jessica whom I spoke with several times on the phone. She was always helpful and kept me in the loop as things went along. Then I met you at the layout. Your attitude toward service is a rarity in these times. You make it clear that your goal is to not just make me happy, but to keep me happy over time. Finally for the installation, we met Peter and (I think) Luiz. They did a great job building the fence, choosing boards to make our side the best looking; and when there was a problem with a piece of lattice, they immediately told me how they would take care of it. Peter reminded me of you in energy and attitude and seems a fine representative for your company. Luiz was always hard at work making sure the fence was going up right. When we came home from our Thanksgiving holiday, it made us smile to see the finished product. Please know how much we like the fence and especially appreciate the outstanding service.

Sincerely,



John Alderson