

January 22, 2000

Blum Builders , Inc.
8570 Roll Road
Clarance, N.Y. 14032

Dear Mr. & Mrs. Blum , Jeffrey, and David ,

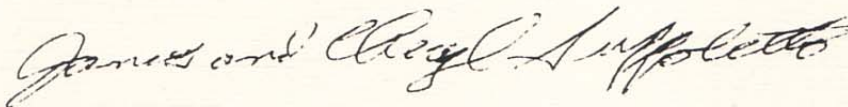
This letter is an expression of our appreciation for building a spectacular custom home for our family. We have been in our new Blum home for one year now. It is just wonderful to live in a home of this exceptional quality. There are no open issues and we have had no difficulties.

We have had so many people come through our home and comment on what an exceptionally built home we have – they say that our finished trim work is like a finished piece of furniture. They love the trim moldings, custom arches, custom staircases, custom bookcases and custom entertainment center, all designed and built by Blum craftsmen in the Blum woodworking mill.

We thoroughly love our home and have a strong appreciation for all the hard work, time, and careful planning that went into building it. Our project was staffed with top talent in all disciplines of the various trades: framers, masons, plumbers, excavators, carpenters, painters, electricians etc. Those workers were highly skilled and took great pride in their work. Dave ensured that the team delivered exceptional quality and inspected all the work on a regular basis. We were in constant communication with Jeff and Dave discussing work progress and next steps. The work was very organized which allowed for continued progress, little downtime and a project delivered on time.

It is our opinion that Blum is the best builder in the area – the proven process both on the business and building side sets Blum apart from all other builders. Jeff does a terrific job working with clients on business issues while Dave is a marvel in the field. Blum is all about *quality and customer service* - not quantity. Building with Blum Builders has truly been a enjoyable, memorable experience. The professionalism, service, skill, quality, flexibility, and integrity that all members of the Blum team exhibited throughout the entire process (including the sub-contractors) is unmatched in our marketplace. We feel great about our decision in choosing Blum Builders and would not hesitate to recommend Blum to others searching for a custom builder or to build with Blum again.

Warmest Regards,



James and Cheryl Suffoletto