

5032 DONNINGTON ROAD
CLARENCE, NEW YORK 14031

January 26, 2002

Mr. Jeffrey Blum
Mr. David Blum
Blum Builders Inc.
8570 Roll Road
Clarence Center, NY 14032-9761

Dear Jeff and Dave:

Now that we have moved into our new home, we want to thank you and all the people at Blum Builders for the excellent job that was done in building our new house here on Donnington Road. As we were under construction, several people voluntarily commented to us that Blum Builders were "the best", and we now believe that to be true.

The construction was done carefully with great attention to details. The arches, columns, and other special woodwork gave a beautiful appearance inside and outside.

The various contractors you employ did an excellent job ---- the framers, bricklayers, carpenters, electricians, and painters ---- they were real craftsmen in their trade. It is fortunate that you can continue to employ the same people on other houses.

We were also pleased that other people you recommended for kitchen design, plumbing fixtures, wall paper, tile, lighting fixtures, crown moulding, etc. were outstanding. It was a pleasure to work with them. They were patient with us, and gave great help and suggestions.

We were also pleased that we could make modifications in our basic design as we went along. This was the first time we had been involved in the building of a house, and we wanted to have an active part in the design and modification of it as construction progressed.

All the people with whom we worked were very friendly, helpful, and willing to take our suggestions and bring them to fruition. We appreciate the extra work done by some of the men in the Blum shop to provide a special stand for a six foot ship's wheel so that it could actually turn. Also the design of a two story library was a challenge. We were pleased to have our suggestions incorporated to achieve a great final product. Even the bar was unique, and the stained glass added much to the library ceiling and to the bar area.

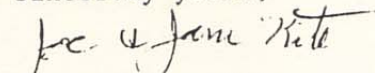
We do appreciate the helpfulness of Marge in the office --- she always greeted us with a smile and a cup of coffee. What more could one ask!

Finally, as we have been in the house, we appreciate the fact that we can still call upon some of your personnel to make adjustments and small modifications ---- even to the hanging of large mirrors and a large tapestry.

We now know that building a house can be time consuming and frustrating at times, so Jeff and Dave, we appreciate your patience with us. But the project was also pleasant and fun. And when the end product is as great as our new house, it was worth the time and effort.

Thanks again to all involved.

Sincerely yours,


Joe and Jane Kite