

January 15, 2015

**Re: Letter of Reference for Charlie Letourneau of Centennial Homes Ltd.**

I write this letter of support for Charlie Letourneau with absolute pleasure and sincerity.

From the onset, working with Charlie was a positive and enjoyable process. His patience and expertise helped guide us and support us in every decision, from floor plans to home finishes, to help guarantee satisfaction. We were impressed that he accompanied us to every meeting with the design experts to assist with selection, and he was always professional when providing an opinion and suggestions. When choosing the home finishes, he had us concentrate on one area at a time and provided fair timelines. This method greatly reduced the stress and overwhelming nature that custom home building can entail.

Quite quickly, we learned to trust Charlie's advice and soon discovered a man of honour and integrity which left our minds at ease.

Charlie is well versed in different facets of building and construction, and he builds every home as though it were his own. He carefully ensured that building codes were adhered to and, in many cases, above code. The fact that he allows you to enter your home at any time during the building process shows that he stands behind his work at every stage. We had many conversations with his tradesmen, and it became evident that he had a positive working relationship with them, and they also remarked on how they were impressed with his expectations. Charlie is also very particular in who he subcontracts to and ensures that they perform to his exceptional standards.

He was consistently on site and was aware of any issues or concerns as they arose; he was literally hands-on and would work alongside the tradesmen. Charlie always made himself easily accessible to answer any of our inquiries.

Another quality we appreciated was the cleanliness of the work site. Any time we came to visit to see the progress, the work site was clean, tidy and orderly. Charlie was adamant that smoking was prohibited on site.

On our possession day walk through, we were able to sign off with minimal issues. At our one-year follow-up, we had a few minor deficiencies to be addressed, and they were all taken care of in a timely manner.

Charlie has built many homes in our neighbourhood, and many of the homeowners we have spoken to hold the same fond impression of Charlie. His homes have certainly beautified our streets.

Besides building us an aesthetically beautiful home, Charlie has built us a structurally sound home that we can live in with confidence and security. Everyone who views our home comments about the craftsmanship and period touches, such as the custom made fireplace, staircase, baseboards and framing.

We look at Charlie not only as an impeccable builder who we would recommend to anyone, but as a friend who we would welcome into our home at any time!

Sincerely,

Elisha and Len Frank