

October 15, 2010

Shea Custom

ATTN: Susan Lamb

Betty and I very much appreciate the opportunity to offer feedback regarding the recently completed house which Shea Custom built for us. In order to facilitate this feedback, I will try to follow the format outlined in your E-mail to Betty on October 7, 2010.

In answer to the question, "How did we do?", there is only one word applicable: OUTSTANDING!

The only area which I think may need a little bit of fine-tuning relates to the communication and clarification of certain small but important interior finish details. In a specific case, we experienced a bit of difficulty in the communication of the mirror design and granite details in a custom vanity within the master bathroom. Since this was a pure Custom Issue, we understand the confusion. Perhaps a bit of a checklist for these pure Custom details for each house may serve to clarify these details early on.

In terms of what Shea Custom did very well on, there are **MANY**. A few of these items would include:

Excellent site preparation, **VERY** substantial footers and foundation block system, an amazing framing system, wonderful architectural features, beautiful hardwood floors, and impressive garage/driveway/sidewalk concrete work.

Concerning the Design Studio experience, again, this was Outstanding. Sarah McKinnon was as helpful as anyone could be during this process. My only suggestion here is to have a greater range of carpet plushness. When we considered the level 7 carpet, this seemed to be only about a lower middle or possibly a middle grade of carpet. However, Betty and I were quite happy with our selections at Carefree Carpets. Caranna O'Melveny was exceptionally helpful with this, and with selecting our tile to match the carpet samples, all under one roof.

The **BEST** part of our overall experience for Betty and me was our work with Charlie O'Melveny. Charlie took an extremely accommodating approach to our entire project, from our initial on-site meeting when the former house was still on the site, to our taking care of the latest finish details. Between these events, about 9 months and about 9 million things have been professionally dealt with by Charlie and all of the Shea Team. This would include the CAD people and Engineers who redesigned the house a number of times to accommodate lot restrictions, and our preferences. **IMPRESSIVE!!!!**

Another aspect of working with Charlie was that he quickly, professionally, and positively, re-directed our thinking when we presented him with a request which was impractical. This is a **VERY** difficult part of Customer Relations, and frequently makes the difference between success and failure for all types of business enterprises. Charlie gets an **A+** here!

It is a pleasure to write this note, and it is sincere. Betty and I have every reason to refer others to Shea Custom when considering a builder for a custom house.