

LETTER OF RECOMMENDATION

For: Daniel Sabag, of Drywall Contractors & Ernesto Godoy Project Manager of Moss & Associates

From: Elcio Pacheco (homeowner)

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Tel.: 786-376-5601

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To whom it may concern:

It is my pleasure to write this unsolicited letter of recommendation on behalf of Daniel Sabag, of Drywall Contractors and Ernesto (Ernie) Godoy of Moss & Associates. Daniel was the general contractor for the Chinese Drywall Remediation project of my house in the summer of 2013. I had no prior relationship with Mr. Daniel Sabag who was hired directly by Moss and Associates as part of the settlement agreement. Mr. Ernesto (Ernie) Godoy of Moss & Associates was the project manager.

While major remediation is inherently stressful for almost any homeowner, Daniel Sabag, of Drywall Contractors and Ernesto (Ernie) Godoy of Moss & Associates were invaluable, and I am extremely pleased with the final result. Specifically, I would give Daniel and Ernesto top marks in the following areas:

1. **Quality of work performed:** The quality of work done was consistently top notch. Daniel's employees were knowledgeable, skilled, and competent in their respective trades. They were conscientious about following project specifications, and their work product rarely needed improvement or revision.
2. **Quality of work crews:** Daniel's workmen were professional, reliable, courteous, and respectful of the homeowner's property and privacy. They had an old school work ethic (often 10-hour days, some Saturdays and Sundays), good work habits, strong safety orientation, and emphasized getting the job done right rather than doing it fast. Their pride in their work was evident. They tidied up at the end of each workday. I also found them to be trustworthy, and my wife and I felt comfortable with allowing them full access inside our home.
3. **Project management and coordination:** Ernie's and Daniel's prior experience working in construction really paid off. They were knowledgeable about all aspects of our homes remediation project, and were able to plan, coordinate and manage the activities of different work crews effectively. They remained closely involved in overseeing the project from start to finish. Their excellent attention to detail, strong

organizational skills and commitment to follow-through are assets which enabled him to juggle the extensive details involved in our project without missing a beat.

4. **Integrity and professionalism:** Throughout the project, I was impressed with Ernie's and Daniel's commitment to generating a top quality product, rather than maximizing his profit margin. When situations arose where extra work needed to be done (because of hidden problems that were not apparent until work on the house had commenced), Ernie and/or Daniel either (if it was relatively minor) took care of it without charging me extra.

Effective communication: Ernie and Daniel kept me closely informed of work crew schedules, delivery dates, and projected completion dates of different phases of our project. Their communication (whether by cell phone or email) was always clear, informative, and helpful. They were either available on their cell phone, or returned my phone call within 2-3 hours. We never had a single miscommunication throughout the 5-month project. Ernie and Daniel's communication with the work crews was just as effective.

6. **Responsiveness to homeowner's needs and concerns:** Ernie and Daniel's commitment to our (homeowner) satisfaction was evident in their actions. On the few occasions when I brought a request or concern to their attention, they both listened attentively, and always took appropriate action that demonstrated responsiveness to my needs or concerns. Their service orientation was truly described by the motto: "The homeowner's needs come first."

In closing, I am very pleased with the final product which Mr. Ernesto (Ernie) Godoy of Moss & Associates and Mr. Daniel Sabag, of Drywall Contractors was instrumental in delivering, and I am extremely impressed with their concerns and making sure we were happy. In a world where shoddy workmanship and poor service are unfortunately all too common, Ernie's and Daniel's are indeed a rare find. I have been a homeowner for over 10 years, and I took this unprecedented step of writing an unsolicited letter of recommendation for Mr. Ernesto (Ernie) Godoy of Moss & Associates Daniel Sabag, of Drywall Contractors because I believe that exceptional work should be recognized. I would not hesitate to hire Mr. Ernesto (Ernie) Godoy of Moss & Associates and Mr. Daniel Sabag, of Drywall Contractors, or to recommend him to my friends and neighbors.

If you have any questions about my experience with Mr. Ernesto (Ernie) Godoy of Moss & Associates and/or Mr. Daniel Sabag, of Drywall Contractors, please don't hesitate to call me at 786-376-5601.

Rgds



Elcio Pacheco