

Pelican Cove Homeowners Association

Board of Directors
Pelican Lane
Redwood Shores, California 94065

November 21, 1996

Mr. Phill Montgomery
Floor Seal Technology
604 Remuda Lane
San Jose, CA 95112

Re: Pelican Cove Floor Seal Project

Dear Phill,

On behalf of the Pelican Cove Homeowners Association Board of Directors, I would like to extend our sincere thanks to you and your staff for the thorough and professional job that was performed at our complex.

The Floor Seal Technology (FST) personnel were willing to assist in any way to accommodate the Board, the homeowners, as well as the other contractors involved. The interiors were well protected, the exterior adequately cleaned at the end of the project, and, most importantly, the project was always on schedule. As you know, in order to complete the remedial work, it was necessary to displace the homeowners; keeping to the schedule made all the difference in minimizing the impact on the residents of the affected units. The project foreman, Walter, went above and beyond the call of duty in performing his job. We found him to be extremely reliable, skilled and personable. All in all, FST exceeded our expectations and we are confident that we chose the right company to perform the floor sealing work.

Again, on behalf of the association, I want to thank you for the excellent job. Without hesitation we would recommend FST to anyone else considering similar remediation work.

Sincerely,

Kimberly Bruecher
Director
Pelican Cove Homeowners Association