



May 16, 2011

Countertopia LLC
8420 Progress Court
Frederick, MD 21701

Attention: Sandra Arbo

Reference: Yale Steam Laundry Apartments

Dear Sandra:

As our project winds down and your work here is coming to completion I wanted to take a moment to thank you on behalf of the Donohoe Construction staff here at Yale for helping to make the entire job a success for us and in turn our owner client IBG Partners.

Going in to the project we were not familiar with Granite America/Countertopia, but we were aware that you had completed the "sister" building Yale East, for the same client. Upon inspecting the work at the Yale East project, the workmanship we saw made us decide to ask GA to be part of our project team of subcontractors. Now that the project is nearly complete, I can say that we made a good decision.

Sandra, from start to finish, you personally were there every step of the way handling every aspect of the job, from creation of shop drawing submittals, to field measuring, overseeing delivery, scheduling and installation. That alone is almost unheard of today, but the fact that you never made a single claim that you couldn't keep, never missed a single scheduled deadline and provided an installed product that was of the highest quality of workmanship, is something to be very proud of. Your personal dedication to client service is first rate and I would not hesitate to recommend you or your firm to anyone seeking competitive pricing, quality product and great support.

Thank you for a job very well done, I hope to be calling you soon so we can do it again.

Best regards,

A handwritten signature in black ink that reads "William Dippel". The signature is fluid and cursive.

William Dippel
Project Manager

cc: Robert McNeil, DCC VP Operations
Jack Barry, DCC Sr. Superintendent

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