

Brian Noonan Rene Noonan

Balsam Mountain Preserve
204 Back Bone Way, Sylva, NC 28779

August 15, 2018

Dear Bill Miller and Carolina Heritage Builders, Inc.,

Both Rene and I would like to thank you for the fantastic job that you did on the construction of our home in Balsam Mountain Preserve. The final product is outstanding and we have received rave reviews from everyone that has visited the property. This was clearly the best experience that we have ever had with this process for the following reasons:

- Your attention to detail was outstanding which ensured that the home was completed with the highest level of quality. Your experience and expertise was demonstrated throughout the process.
- Living away from the home site represented a concern for us. This concern quickly disappeared as a result of the weekly status reports on the project which included detailed descriptions on the work completed along with pictures.
- You always presented options or solutions when you noted items that you believed did not meet your standard. This is important as it is easy for people to just talk about problems without actually providing actionable solutions. There was not a single instance in which we noticed something in the construction that you had not already pointed out to us prior to our visits.
- We truly believed that you were as invested in the process as a builder as we were as owners and this really contributed to the feeling that we were working as a team.
- You treated this project as if you were building the home for yourself. That is definitely a standard to which all homebuilders should be measured.
- Through the mutual efforts of the Owner/Architect/Builder team, we were able to work together to bring the project through completion within 0.2% of the project budget after accounting for approved change orders
- Finally, your level of integrity matched the level of your craftsmanship



In my business, the Net Promoter Score is the ultimate measurement of customer satisfaction and we would give you a 10 out of 10 score. We are clearly promoters of you and your company and would definitely use you again for any of our new construction or renovation projects in the future. We have the highest level of confidence in recommending you to anyone that is considering building a new home, particularly in the mountains of NC.

Very truly yours

Brian Noonan Rene Noonan

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