

ERIC E. YOUNGER
JUDGE OF THE SUPERIOR COURT (RET.)
1224 EAST MENDOCINO STREET
ALTADENA, CALIFORNIA 91001
(626) 791-5829 ✦ FAX 791-8996
EYOUNGER@EARTHLINK.NET

Dispute Resolution

March 14, 2009

SCD Coatings, Inc.
17812-F Sierra Highway
Canyon Country, California 91351

Re: P.O. 6631

Ladies and Gentlemen:

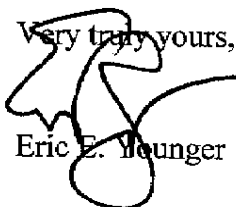
Enclosed please find payment of your invoice in the amount of \$2,750.

The main function of this letter, however, is to tell you what a great job the two young men on our job (whose names we must admit we have forgotten) did. They were right on time every day, seemed to work nonstop and were very polite.

One thing which impressed us tremendously was their concern for the quality of the job: Some rainy weather came up unexpectedly in the middle of it, and, while it certainly did not seem to be raining significantly, your guys were concerned about how well one of the layers was adhering (it looked great to us). Out they came the next morning and peeled it off, then they dried the area carefully and reapplied it. We have an understanding of the economics of fixed-price contracts and it was very impressive to see a part of the job's being redone without anyone asking that it be, just because your guys were worried about the quality of the finished product.

Obviously, we don't know yet (and may not know for years) about the water proofing characteristics of the new deck, but it looks great and we have every reason to think it will work well.

Thanks again to your installers for a fine job.

Very truly yours,

Eric E. Younger