

A. Carlton Barber

Mr. Richard Hargrave  
Hargrave & Hargrave, Inc.  
P.O. Box 1238  
Wylie, Texas 75098

Dear Mr. Hargrave:

I would like to take this means of expressing to you how pleased my wife and I were with the foundation repair that your company and fine crew did for us last week.

I particularly want to mention how impressed we were with Brad Hargrave and Chris Vaughan. Brad originally came out at my request, as we had had him come three years ago and were very pleased and impressed with his knowledge and professional way of meeting with us. At that time, we chose to wait until the severe drought conditions might improve before contracting for the repair.

This year, in preparation to sell our home later this year, we chose to use your company after knowing at least two close friends were very pleased with your work for them. It was first scheduled for June 5, but when Chris Vaughan and Brad and their crew arrived, it was raining lightly. After carefully reviewing where the piers would be located and our specific needs, Chris very wisely explained he felt the job should be rescheduled. Though we were a little disappointed at the delay, it proved to be a very correct decision, as we had a real "gully-washer" before noon. The job was rescheduled for June 11, and we were VERY impressed with the way all your men conducted themselves and with the work they did. It was good to see how both Brad and Chris both were totally involved in the "dirty" work. They pitched right in.

A special word about Chris Vaughan: John Reglin, engineer, cited in his report that we had three beams in the attic which were broken and needed to be replaced, and since I knew no one who might do such work, asked Mr. Reglin for suggestion. He suggested that I ask Chris if he might do this on his own time, which I did. Chris was willing to come on his next day off, and we agreed on a very fair price. He and his son came at the agreed-upon time, but shocked me when he said they had decided to do the work at no charge, as he felt it in his heart that it was intended for him to do! They worked over two hours and did a fine job....but this is proof positive of what a fine character Chris has, one of integrity and caring. You are lucky to have such a man with your company.

It was a real pleasure to do business with your company, Mr. Hargrave.

Sincerely,



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Mr. Chris Vaughan,  
Sales Manager  
Hargrave & Hargrave, Inc.  
P.O. Box 1238  
Wylie, Texas 75098

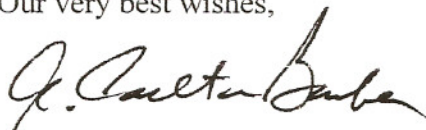
Dear Chris:

I have been unable to find the words to really express to you our thanks for the wonderful kindness that you and your son did for us last Friday. I was so grateful that you agreed to do the job for us at all, but for you to insist that you would not accept our payment really "floored" me....and I was in a sort of state of shock the rest of the day!

I am writing a letter to Mr. Hargrave, expressing to him the very fine work you and the entire crew did for us and the very professional way the entire job was handled. I am also telling him of the unexpected gift you made by doing the extra work gratis, and that my wife and I know that it all came from the heart and was an act of unselfish caring for others that was behind it all. I am sure there have probably been other instances that may have been brought to his attention that you have done, as I think a man of your caliber and integrity is inclined to practice our Lord's love for others through your actions in more than one instance.

You are a good man, Chris, and I am thankful that you "came our way". And again, please accept our thanks for your caring act. God Bless you and your family.

Our very best wishes,



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