

March 23, 2014

Re: Mr. Bill Miller

To Whom It May Concern;

This provides our reference for Mr. Bill Miller, Construction Manager / General Contractor for the substantial renovation of our 5000+ sq.ft. Custom home in Balsam Mountain Preserve...a complex project requiring both significant demolition and custom design/construction over a 12 month period finishing in 2014.

Mr. Miller's superior accomplishments as a custom home builder are very well established. He was referred to us by a close friend that was also extremely pleased with Bill's leadership and skill in building one of the finer, more beautiful homes in our developments...a development of over 100 beautiful custom homes.

We intend to again contract with Bill to build our next home. Here's why:

1. Integrity: We trust Bill because he has earned that trust
2. Skill/Knowledge: Superior and lasting home construction is obvious in his work. Bill has already built some of the most beautiful homes in our community.
3. Program Management of construction and cost control: his work is on time and on budget expectations
4. Program planning, communication and reporting: Bill effectively communicates at all important levels: home owner, sub-contractors and of course architect and design consultants. He makes sure we all know what we don't know....and most important he effectively communicates and manages the expectations/problems around the construction program.
5. Professionals and Customer management...His conflict/resolution ability is excellent...respectful, sensitive/patient and very effective.

We would very highly recommend him for all construction assignments big or small that require the management by an effective, highly ethical and conscientious executive.

Please do not have any hesitation in contacting us if you would like to further discuss any of the above comments.

Sincerely

Bob and Karen Hannan  
Backbone Way  
Balsam Mountain Preserve  
Sylva NC 28779