

Pamela G. Armstrong

Tigard, OR 97224

January 3, 2012

Mr. Bob Ramsour
Owner & President
COOPER CONSTRUCTION CO.
2305 S.E. 9th
Portland, OR 97214

Re: Remodel/Repair for Joe Kim Residence

Dear Mr. Ramsour:

I wanted to express my appreciation for the repair work done on my father's residence over the course of several weeks (Oct. 28 to Dec. 19) last year. I cannot reiterate enough the excellent job performed by Cooper Construction.

Throughout the process, project manager Alan Erwert was a consummate professional. His communications was frequent, timely and accurate. My father was quite ill during construction and Alan was not only respectful, but very kind throughout.

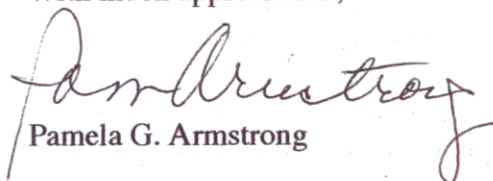
I doubly appreciate the fact that Alan had several other projects (and, I'm sure, much larger) at the same time. I would imagine that it is a challenge managing and coordinating all the many aspects of a construction project — coordinating crews and logistics, developing estimates, negotiating with the insurance companies, and dealing with the homeowners' expectations. Alan made me feel as if Dad was his only client. We had his full attention. I am impressed!

Alan's crew — each and every one — was personable, respectful, and professional. What a team! They made the entire experience as seamless as possible.

And equally important, Dad and I appreciate the quality work. Dad's two bathrooms are beautiful!

Thank you, Mr. Ramsour. I won't hesitate in the future to consider using Cooper Construction again and referring your company to others.

With much appreciation,



Pamela G. Armstrong

cc Alan Erwert