

THE CHESTER VALLEY GOLF CLUB



430 SWEDESFORD ROAD • MALVERN, PA 19355

Mr. Richard Della Valla
ACTS Leadership in Lifecare
ACTS Normandy Farms Estates
9000 Twin Silo Drive
Blue Bell, PA 19422

Dear Mr. Della Valla:

I am writing at the request of Frank Houder Sr. to tell you of my experience with F.W. Houder, Inc. We have contracted with them to completely re-build our existing Pool House and to construct a new Kitchen, and a new Tennis Building containing Men's and Women's Locker Rooms, Pro Shop, and Office, and a large covered Dining Area. This together with a large landscaped Court Yard, Entry Tower and multiple site improvements, with a total contract cost of approximately \$1,400,000. The project started January 2009 and is scheduled for completion on May 22, 2009.

Initially all bids received from the six bidders we solicited were above our budget. F.W. Houder, Inc. was very helpful in submitting a list of cost saving ideas. With the help of these ideas along with others we received, the two low bidders re-priced the job. While the bids were close, F.W. Houder, Inc. was higher. But, based on personal recommendations we received from several of our members, the architect's recommendations and our meetings with Frank Sr. and Frank Jr. throughout the bidding process, we awarded the contract to F.W. Houder, Inc.

This decision has proved to be an excellent choice. The Houder organization works very hard to coordinate all activities between our building committee, our vendors, Architect, Civil Engineers, Township, Utility Companies and their own employees and subcontractors. And they do so in a smooth and successful fashion.

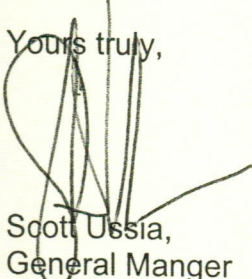
Listed below are some examples and additional comments:

- Despite long delays in receiving the Township Building Permit, they have loaded the job with manpower, worked 9-10 hour days, worked Saturdays, to the point we are planning to open on time.
- They perform much of the work with their own forces. Believe me when I tell you that all of their employees and all of their subcontractors are competent, courteous, and professional at all times.

- At times F.W. Houser, Inc. will, at not additional cost (because they know how tight our budget is), upgrade certain items to help insure a higher quality finished product. One example of this is their upgrading eight large plastic laminate counter tops with drop in bowls to eight Corian tops with integral bowls.
- F.W. Houser, Inc. continues to work on this project as if it is their own. They pay great attention to the details and aggressively pursue cost saving options on our behalf. An example of this is the cost of the building permit. The Township interpreted the building permit cost incorrectly and although the permit cost was paid and the job under construction, Frank Houser, Jr. took it upon himself to challenge the Townships interpretation of the permit cost. He won his case resulting in a savings to Chester Valley Golf Club of \$8,800.
- Another attribute of F.W. Houser, Inc. is their proactive approach throughout the construction process and their ability to determine if the finished product will meet the Owner's expectations. When necessary they offer multiple options from which the building committee and architect can choose.
- Our project, has incurred many changes due to unforeseen conditions and owner requested modifications. The ability of F.W. Houser, Inc. to manage these changes and provide fair pricing for them has been outstanding.

In closing, I am certain that F.W. Houser, Inc. would meet and exceed your expectations on your project. We at the Chester Valley Golf Club look forward to working with F.W. Houser, Inc. in the future and I am sure you will also.

Yours truly,



Scott Ussia,
General Manger
Chester Valley Golf Club