



November 12, 2007

Hope's Window
84 Hopkins Avenue
P.O. Box 580
Jamestown, NY 14702-0580

Attn: Brian Whalen

Re: Switzer Modernization

Dear Mr. Whalen:

Every once in a while a subcontractor performs at such an extraordinary level that I feel that it deserves special recognition. This letter is meant to serve that purpose. The entire team at Hopes Windows has earned a heartfelt "thank you" for everything they have done to make the windows at the Switzer Modernization project a resounding success.

No one can say that Switzer was an easy window project. The late decision by the Government, while Grunley Construction was already renovating the building's interior, to replace the existing windows with new ones was in itself a challenge. Adding to this level of difficulty were the government's exacting parameters, such as windows that had to look like the historic original but have high thermal performance and be blast resistant presented a full plate of challenges. Hopes was prepared to handle challenges such as these and did so in an extremely competent and expeditious manner.

Hopes team of window experts quickly attacked the project with gusto, brainstorming to develop workable custom solutions for our special conditions. Solutions became accurate engineering documents, which then transformed into steel frames and sashes exactly on the dates Hopes promised. Hopes' Ryan Carlson, my main contact during this process was a pleasure to deal with. He deserves special mention for his success in pulling together all the complex submittals and always happily incorporating revisions on the fly, as if this was his only mission in life.

While our contract with Hopes was only for the furnishing of windows, it was the assistance Hopes provided during installation that demonstrates Hopes' commitment to quality workmanship. Hopes' John Fafinski's on site help during installation was invaluable in coordinating the countless little details that contributed substantially to reducing the window installation time.

15020 Shady Grove Road, Suite 500 • Rockville, MD 20850 • 240.399.2000 • Fax 240.399.2001 • www.grunley.com

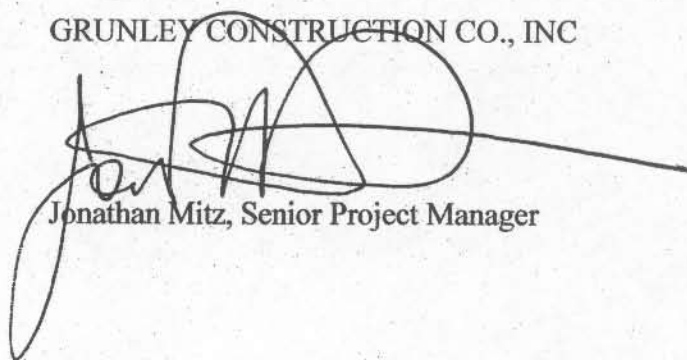
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My thanks do not stop with the two individuals I just named. The Switzer windows project could not have come to fruition so seamlessly or expeditiously without the dedication and attention to detail by the whole organization. Please pass this letter on to everyone at Hopes so they know that their hard work and good attitude is appreciated.

Very truly yours,

GRUNLEY CONSTRUCTION CO., INC

A handwritten signature in black ink, appearing to read 'Jonathan Mitz', is written over the typed name. The signature is stylized with large loops and a long horizontal stroke extending to the right.

Jonathan Mitz, Senior Project Manager

cc: File