

Cuneo
Gilbert &
LaDuca,
LLP

September 1, 2010

VIA U.S. MAIL

Mr. Peter Guida, Owner
Bethesda Bungalows
5126 Fairglen Lane
Chevy Chase, Maryland 20815

Re: 8309 Westmont Terrace

Dear Peter:

My wife and I have wanted to write to you for some time now. The purpose of this letter is to express our sincere gratitude for our beautiful home on Westmont Terrace, and for your continued excellent service in making sure that our home is perfect in every respect.

Making the transition from D.C. to Bethesda with two small children in tow was no small feat, and you and your Bethesda Bungalows staff were instrumental in creating a smooth transition. Your gentlemanly manner during the negotiations regarding our sale was outstanding. Allowing us repeated visits to the house before our closing date in order to map out where everything should go on our move-in was an extraordinary service. Giving us complete access to your staff to answer questions, no matter how small, was exceptional. But it is your customer service post-closing that resonates as particularly outstanding. As with all new houses, there are little nits and nats; bumps and bruises. You and Bethesda Bungalows have been at our home at a moments notice to fix any and every issue. It is seldom that you come across a company that cares about its customers as much as you do.

It is clear that you and your staff take great pride in your work, and even greater pride in your customers' happiness. There have been instances where it was clearly not in your financial interest to help us, yet you and/or your staff appeared on our doorstep with options and solutions. Whether it's to help with a distressed tree, to provide new sod, or even to fix a sticky doorknob, you and your foremen quickly returned our calls and took action to respond to our issues.

□ Washington, DC
507 C Street, NE
Washington, DC 20002
Tel (202) 789-3960
Fax (202) 789-1813

□ Virginia
106-A South Columbus St.
Alexandria, VA 22314
Tel (202) 789-3960
Fax (202) 789-1813

□ New York
Rockefeller Center
620 Fifth Avenue
New York, NY 10020
Tel (212) 698-4504
Fax (212) 698-4505

□ Los Angeles
1901 Avenue of the Stars
2nd Floor
Los Angeles, CA 90067
Tel (310) 461-1620
Fax (310) 461-1621

Cuneo
Gilbert &
LaDuca,
LLP

Mr. Peter Guida
September 1, 2010
Page 2

We loved our home on Westmont Terrace from the moment we first saw it. Then, it was just a beautifully constructed, large, empty space. However, it has quickly become our home and we cherish it. We consider ourselves lifelong fans of Bethesda Bungalows, and any future client of yours is more than welcome to view our house and/or contact us for a reference.

Thank you for making such a beautiful home for us. We wish you much success and prosperity in your future endeavors with Bethesda Bungalows.

All the best,



Charles and Wendy LaDuca