

JJ MARTIN

November 15, 2006

Tish O'Reilly
Pacific Mountain Horticulture
P.O. Box 1495
Los Gatos, CA 95031

Dear Tish:

Last night the neighbors came over to view the finished landscaping you completed at my home. The comments were completely positive, and unfortunately, I ran out of the business cards you left me. Just a way of saying, you did a terrific job.

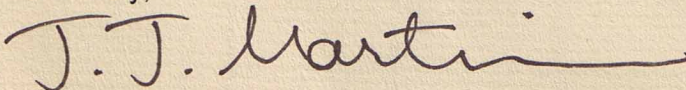
Undertaking a job like this can be very stressful for a homeowner as it is considerable money with lots of room for unmet expectations. However, this was as easy and stress-free as a big project can get.

I think your selection of plants is excellent and already shows well. Am eager for spring to see the colors and shoots come up. The lighting is beautiful at night and your suggestion to automate it was a good one. It is so easy. And the watering system works like a dream.

It is so delightful to work with a true professional who does what they say they will do, on time, and exceeding expectations. I think your bid was very reasonable, and your workers were polite and hard working. And it was really great that you finished before the deadline.

My neighbors will be calling, but remember that I was your client first, and keep me at the top of your list for my repeat business when I call. And I will.

Sincerely,

A handwritten signature in dark ink, reading "J.J. Martin". The signature is written in a cursive style with a long, sweeping underline.

JJ Martin