

Maureen & Joe Fritch  
4 Spinnaker Court  
Fort Salonga, New York 11768

September 4, 2004

Designs by O'Neil & Company  
440 Yaphank-Middle Island Road  
Yaphank, New York 11980

Dear Dan O'Neil:

Joe and I would like to take this opportunity to say thank you for the tremendous landscaping design you have done for us. Joe and I were not only thrilled with the design staff but were impressed with the talented team of workers who diligently and meticulously made it become a reality. The landscaping crew was hardworking, polite, efficient and extremely thoughtful to the placement of all landscaping materials, as well as, to my opinions on placement of large screening materials. The masonry team is one to be proud of, not to mention, their eye for detail and expert craftsmanship.

A sincere than you goes out to your office staff, which includes Barbara for her efficient and cordial handling all telephones matters. We appreciated the patience and kind support through the entire project from beginning to end.

I would be negligent if I did not take this opportunity to thank Brian your service manager for endless and tireless efforts in customer service. I am sure it is not easy listening to every homeowner's story as to why they want a plant switched or changed, however, with true patience and thoughtfulness, not to mention efficiency. It is greatly recognized and appreciated. Of course words cannot being to describe what it was like working so closely with Dan O'Neil on this project. This summer was enjoyed by spending many hours out in our beautifully new landscaped backyard done by Dan O'Neil. It is our pleasure to be able to recommend your firm to all those seeking landscaping designs for their home or business. In a time of poor business practices and poor customer service, it is refreshing to do business with a company that prides themselves on quality, and customer service. Please feel free to show our yard to any prospective customer that are looking for that special design and service that only your firm can provide.

Sincerely  
Maureen & Joe Fritch