

DWAYNE & ALAN

February 18, 2007

Touchwood Investments Ltd.
3315 – 77th Street SW
Calgary, AB T3H 5N1

Dear Victoria & Slavko:

We can't believe how fast the last year has gone. It was just after New Year's 2006 when we decided to sell our home in Calgary's deep south and find something closer to family, friends and work. The real estate market was "hot" and there were very few houses available. We still remember that day in January when we stumbled across your "For Sale" sign, after hours in the car going from one new area to the next. The lot was in a great neighborhood and had a million dollar view. We were so excited when we called and you said it was still available. We knew this was what we were looking for.

What we didn't know was who you, or Touchwood Investments, were. A house is the biggest investment many of us make in our lives and we had to be sure. The media was filled with stories of builders taking advantage of home buyers – and new houses were taking a year or longer to construct. Having never built before, we were both excited and apprehensive. We mentioned our concerns and you assured us Touchwood was not one of those big builders. And those people hadn't built with Touchwood. A few sleepless nights and we decided to go for it!

We remember meeting in a local coffee shop to review the floor plans and you welcomed changes to accommodate both our lifestyle and "must haves", like the walk-through pantry and the staircase that had to face the mountains. You came to our house – in the deep south – to get a sense of our style and furniture, so things would fit where we wanted them to in the new house – like the china cabinet and king-size bed. During construction, you allowed us to make more changes (suggesting some yourself), once we could see how things really looked with the walls up. And on a moments notice, you met us to pick out floor coverings and granite, when the choices seemed endless and we couldn't remember last week's selections for paint colors and cabinet finishes.

All the little things made our building experience extraordinary. For example, when the electrician walked with us through every room in the house and put light switches where we would naturally reach for them. You included our daughter in the building process by designing her bedroom, with a walk-in closet and built-ins, making her feel special. When the phone rang, it wasn't because things were off track or something was wrong. It was to see if we'd been by the house lately and to let us know that things were going great. You're right, those people in the news had not built with Touchwood.

We've been in our house for eight months now and we love it. Our friends and family constantly remark on the quality of the workmanship throughout the house and the details that others might have overlooked. We can't take credit for many of the things they mention – our house is the product of a great builder and their commitment to us having a home we loved. We weren't just another customer for Touchwood – we were like family. When we build again, it will be with Touchwood.