

**DAVID C. FISCHER**

23037 OLYMPIA DRIVE  
BRAMBLETON, VA. 20148

December 3, 2015

Chad Burlingame  
Vice President Franchise Services  
Arthur Rutenberg Homes  
13922 58<sup>th</sup> Street North  
Clearwater, FL 33760

Dear Mr. Burlingame:

I wrote to you on October 11, 2014 regarding our selection of Bruce Pasquarella, ARH Greenville, SC, to build our dream retirement home. I spoke highly of Bruce and his Greenville team as well as those in the Charlotte Design Center. Our positive first experiences with Bruce's team continued all the way to final completion of the house and beyond. Building a home 500 miles away is difficult at best, but Bruce lived up to his sterling reputation in the community and made our experience a positive one. I was able to meet with most of the subcontractors as I had questions about upgrades; I have never worked with a builder who would allow a customer to have such meetings. I was given their names and contact information and had very positive meetings.

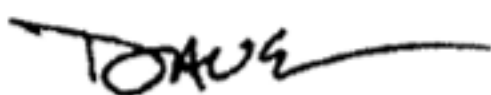
Unfortunately midway through the project my wife, Kathy, was diagnosed with terminal brain cancer. She endured difficult surgery and follow-up treatments of chemo and radiation. I became the caregiver and had little time to devote to the house project. Bruce and his team stepped up and went out of their way to lift much of the burden away from me. I knew at the time that we would never move into that house and when it was completed I put it on the market. We closed and Bruce's responsibility ended, other than completing remaining punch list items and honoring the one-year warranty.

Selling the house proved very difficult long distance. Kathy passed away in mid August. After weeks on the market a buyer made an acceptable offer. They had their own inspection and had a list of issues. Bruce spoke to me and insisted that the punch list be sent to him and not to worry about it. He did not need to do this. He and Trey Allen, construction supervisor, worked with the buyer to get the house ready to close. They stepped into my shoes and took over dealing with the buyer. This was an incredible act of compassion. I am deeply grateful to them.

I will recommend Bruce to anyone who is seeking a talented, honest, outstanding quality builder. With Bruce you know you will get an excellent home and that if problems arise, and they always do in construction, you can rest assured that it will be remedied properly. ARH is fortunate to be associated with a man of such good character and integrity.

With family in the area I may still move to Greenville and if I do I will call Bruce to build my house.

Sincerely,



David C. Fischer