

April 22, 2005

Hercules Fence
8194 Euclid Court
Manassas Park, VA 20111

To Whom It May Concern:

I am writing to thank you for the wonderful job you did replacing our backyard fencing.

Our 15 year old split rail fencing, w/ inside wire to keep pets in, was dilapidated to the point only the wire was keeping it in place. Where to begin? As a homeowner, I don't need fencing often, so the first thing was to find "someone" to do the job. I looked in the Yellow Pages and looked for a company in Manassas (I prefer doing business in Manassas). I noticed you were located on Euclid which I "chose" because I know a lot of good businesses on Euclid. My logic wasn't very sophisticated but just to let you know how we homeowners pull "someone" out of thin air so to speak.

I called Hercules and Dave Hawn came out right away to give an estimate. He was a good listener about the concerns I had, answered all my questions, and prepared a "written" quote and sketch of the work to be done on the work order. Everything was "written down" including my responsibility to cut back a row of holly bushes to make access to the fence. He was so professional and pleasant.

I called one other fence company for an estimate, but I did not like his manner and casual attitude about the job, saying he could quote me over the phone without seeing the project. On top of that, his price was grossly higher.

Bob Buttrum then did the scheduling and, again, he was helpful and pleasant in working around my schedule...and available when I called, or called me back in a reasonable time.

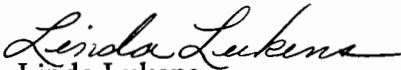
On Wednesday, April 20th the "guys" arrived to start the job. Here is where I am the most impressed with Hercules. They didn't speak English and I don't speak Spanish, but they sure gave it every attempt to understand some things I wanted to mention...had to call the Superintendent (I think) who spoke English and Spanish and he translated. At least he was available and it worked out.

Taking down the rotten old fence rails and posts and rusty wire looked like a hideous job to us. They did it so effortlessly. Every post hole was re-dug by hand (350' of fencing). They were polite, pleasant, neat in cleaning up along the way and very, very good at installing the new fence and wire. **I hope they get a pay raise.**

We now have beautiful new rail fence that helps make our property and the neighborhood look more respectable.

Please feel free to give my name as a reference if needed.

Sincerely,


Linda Lukens
11401 Henderson Road
Clifton, VA 20124