

SALVATORE J. RAND
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NORTH FORT MYERS, FLORIDA 33903
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December 20, 2007

Patrick Crocetta
Sales Manager
Hometown America
8805 Crown Blvd
Tampa, Florida 33615

Michael Wnek
Vice President, Sales
Palm Harbor Homes
605 South Frontage Road
Plant City, Florida 33563-1959

Dear Patrick and Mike:

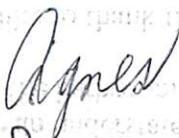
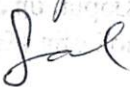
A few days ago your associates installed the horizon windows in our master bath. It would be an understatement to say that we are extremely pleased with the results and how beautiful the bathroom looks in the daytime.

I would like to thank the two of you for all you did to make this happen. Both of you immediately called me to respond to my letter to Mr. Draper of November 7th, and your decision to have the windows installed was also immediate. Since we moved into our Wellington in August, we have been so pleased with all of our dealings with Palm Harbor homes, Hometown America, and the Del Tura community. All of you have taken customer service to its highest level.

Both of us really appreciate what you have done. One of the reasons we purchased this home was the great amount of light coming into the many windows in all the rooms. With your help, we can now add the master bath to our other well-lighted rooms. You have transformed a good home into a great home.

We wish both you and your families a Great Christmas and a Very Happy New Year.

Warmest regards,

SALVATORE J. RANO
800 THIRDA ENTRADA
NORTH FORT MYERS, FLORIDA 33903
PHONE, FAX 889-599-8410
salvatore@salvatore.com

December 20, 2007

Michael Winkel
Sales Manager
7750 Washington Sales
605 South Promenade Road
Plant City, Florida 33563-1959

Michael Winkel
Sales Manager
8202 Grand Oaks
Tampa, Florida 33615

Dear Michael and Mike:

A few days ago your associates installed the horizon windows in our master bath. It would be an understatement to say that we are extremely pleased with the results and how beautiful the bathroom looks in the daytime.

I would like to thank the two of you for all you did to make this happen. Both of you immediately called me to respond to my letter to Mr. Diaper of November 7th, and you decided to have the windows installed was also immediate. Since we moved into our new home in August, we have been so pleased with all of our dealings with both the horizontal, horizontal, vertical, and the Del Tura community. All of you have taken customer service to its highest level.

Both of us really appreciate what you have done. One of the reasons we purchased this home was the great amount of light coming into the rooms. With your help, we can now add the master bath to our other well-lit rooms. You have transformed a good home into a great home.

We wish both you and your families a Great Christmas and a Very Happy New Year.

Warmest regards,