

June 19, 2009

Mickey Pizzitola and Rick Morgan
Triumph Homes
10110 W Sam Houston Parkway North, Suite 200
Houston, TX 77064

Dear Mickey and Rick,

We have completed and enclosed are our summary reports and my written analysis recapping your customer satisfaction results for customers closing from October through March of 2009.

This was a very tough period for customers and a difficult time to maintain their confidence through the economic turmoil. Considering the challenges, overall customer satisfaction results are extremely impressive. Willingness to refer for **Houston** has held at 100%, an amazing accomplishment, and enthusiasm slipped back just slightly from the 80% range to 75%. We are seeing slightly more pressure on quality results and some slippage for the recommended lender's results, but beyond that no negative trends and very strong performance, especially the staff's teamwork, customer handling, communication, and service. Overall production results are strong and steady, and the few quality concerns are minor and did not really impact results much. Satisfaction with the homes overall is actually up slightly over last period.

Referral sales remain extremely strong at 33% and referral potential from this group is excellent. Several are already referring, so maintaining a connection and keeping the referral message is a key priority. As always we have included a listing of al enthusiastic customers for referral follow up on the enclosed disc.

We have only 3 responses from Dallas but results have slipped back some in Mira Lagos. Willingness to refer dropped to 67%. The one customer unwilling to refer mentioned problems with delivery condition and appliance misunderstandings, but it appears that the changes in the company and other changes going on in the community are creating some uncertainty. That was probably more of a factor than the delivery issues.

As always, I have detailed my thoughts in my report, but suffice it to say, during a very difficult time your team was able to maintain focus and did a great job with both producing great homes and maintaining your customers' confidence through the turmoil. It was a real test, and staff did extremely well in continuing to build on Triumph Homes' excellent reputation. Congratulations on these continuing very positive results and let me know if we can help in anyway.

Kindest regards,



J. Keith O'Brien