

Gulfstream Pools and Spas, Inc.  
3916 Tampa Road  
Oldsmar, Florida 34677

July 9, 2002

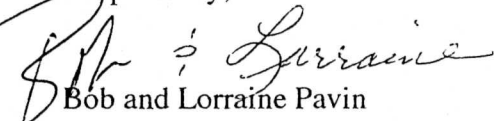
Dear Bob;

I am writing this letter of appreciation exclusive of any solicitation from you or the company. It is our way of acknowledging our appreciation. To begin with, your open candor of what we were going to experience during the construction prior was very beneficial in setting our expectations. It helped us realize that it takes many different vocations to complete the job.

My confidence in your workmanship was built seeing that no short cuts were being taken to expedite progress. Each different crew was knowledgeable of the importance of their step in the process and performed it well. Upon completion of the pool the final step was instruction on the operation and maintenance of the pool system. Your technician was very thorough and helpful.

It is our pleasure to address this letter of appreciation and recommendation to your future clients. Our finished pool has met and exceeded expectations. Please feel free to use us as a reference and as a site that you can bring prospective customers.

Respectfully,



Bob and Lorraine Pavin  
5152 Horseshoe Place N.E.  
St. Petersburg, FL 33703