

February 16, 2011



Creative Sign Designs
Attn: Keith McGinnis
12801 Commodity Place
Tampa, FL 33626

Dear Keith,

This letter is to express appreciation to your entire team for the excellent job manufacturing and installing new street signs on Kings Point's private roads. This project was a challenge but your assistance made a difference on every level.

The generous discount you gave us, due to the preliminary site-work we performed while preparing this project, allowed us to proceed all at once rather than in phases. Your interaction and communication was excellent, as we took the project forward for Board approval and prepared the contract.

Your production crew manufactured 276 sign posts and over 1000 sign panels and had them all ready to install a week ahead of schedule. The few errors we noticed were corrected on the next day. Clifford McCrea, the Lead Installer, was very responsive. He made sure our installation went smoothly. There was no damage to any utilities or irrigation lines, the site was cleared of old posts daily, and the installation was completed in ten days, in spite of two days of rainy weather.

Our emergency responders, residents, and visitors have expressed appreciation for the beautiful, maintenance-free, posts and the how easy it is to read the highly reflective sign panels, day or night. On their behalf, I thank you all again for making this project possible. Your teamwork and customer service are outstanding!

Sincerely,



Dana Lin Phillips
Master Association Manager