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Pacesetter Awards
One Thomas Circle, NW
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To Whom It May Concern:

As the recently retired President & CEO of Fireman's Fund Insurance Companies, I have witnessed first hand the very worst and the very best General Contractors in the United States. I can say with absolute confidence that Jim Murphy & Associates has no peer.

My wife, Louise, and I have been married for thirty-four years and we are currently living in our 14th house. We have designed and built, remodeled and or dramatically upgraded all fourteen in six different states. In addition to my work related experience, I have developed a fair amount of personal knowledge regarding building and remodeling.

I first met Jim Murphy and Jay True of JMA following a multi million dollar renovation that they had just completed for some friends of ours in Tiburon, California. Our friends just raved about them. Having recently moved to California from New York - New Jersey, I was obviously skeptical.

We were in the design phase of an 8,250 sq. ft. house at the time, so at our next meeting with the architect I asked "have you ever used JMA on any of your projects - - he said no". I advised the architect that I would like to add them to our bid list, increasing the number from three to four.

The drawings and specifications were sent to the four contractors - - JMA was the only General Contractor that requested a meeting prior to submitting their bid. What an enlightening experience that turned out to be. Jim Murphy, Jay True and the Superintendent that would assume responsibility for our project if JMA was successful were in attendance. They made so many common sense suggestions; the specifications were ultimately changed and distributed to the other contractors. The architect was so impressed with their ideas and suggestions that he said "if you choose JMA you would be wasting your money keeping me involved". We ultimately chose JMA, not the least expensive, but competitive.

During the next eighteen months my wife and I met with Jim Murphy, Jay, True and the Superintendent weekly, bi-weekly, or monthly as the project came closer to completion. An agenda was developed for each meeting and the minutes were distributed a few days following each meeting. At every meeting we discussed timetable, cost to date and suggested changes by JMA or us. We made numerous changes, some reduced cost and some added cost but we always knew exactly where the money was being spent. The estimating process was very accurate, and the billing was always accurate and easy to understand. The bank that handled my building loan never called me or JMA in eighteen months to inquire about the project.

The multi million dollar project took eighteen months and two weeks to complete - - two weeks over schedule. The most amazing part of our entire experience - - there was not one item on the punch list and the set of manuals that were provided were absolutely awesome - - four 3" ring binders with numbered tabs and a directory by subject on page one of every binder.

For one year following completion, I received a call monthly from Jim Murphy or Jay True inquiring if there were any problems. I don't recall a situation where I asked for something to be done or checked that it took more than one day for JMA to respond. It's hard to believe you can improve on this level of service but with their Five-Star Home Maintenance program JMA has taken the hassle out of home ownership. One of the nicest features is that the same two people that are assigned to your account come every quarter, eliminating the need to communicate with someone new every quarter regarding the history of your house and maintenance program.

This was the beginning of a business relationship that I take very personally today because of one word TRUST. In the sixteen years I have known Jim Murphy, Jay True, and numerous JMA employees I have never had anyone miss or be late for an appointment or not deliver on a commitment. I love to share my experience because after 16 years and three homes in CA, JMA has the same passion for excellence and are consistently looking for ways to improve their operation as they did when I first met them. **THEY TRULY HAVE NO PEER.**

Sincerely,

