



Lutheran Homes
of Oshkosh, Inc.

225 North Eagle Street • Oshkosh, Wisconsin • 54902-4125

Ph (920) 235-3454 • Fax (920) 235-3644 • www.lutheranhomes.com

December 1, 2004

Tommy Lundberg
GuideOne/Taylor Ball Construction Services
6100 Thorton Ave., Suite 200A
Des Moines, IA 50321

Dear Tommy,

It has been almost a year since Lutheran Homes of Oshkosh and its' subsidiary, Simeanna III, faced one of the most tragic days in the history of our organization. The fire of January 16, 2004 proved to us that disasters don't just happen to the other guy. Despite the unfortunate deaths of two residents and the ten of thousands of dollars of damage, it was a true wake-up call. We learned a lot from that unfortunate incident and we have since shared that information with our state association as well as being invited to speak to the national association.

There were so many good things that came out of that incident. One of them was the relationship we developed between GuideOne/Taylor Ball Construction Services and ourselves. In a time when issues with frail seniors was foremost on our minds and the process of rebuilding was far from our minds, you took over and made it happen. Please extend our thanks to Gene and Dave for their professionalism and compassion. They made this whole event much easier to deal with.

From the day you arrived on the scene, you gave us comfort in knowing that everything was under control.....from the "Scope of Services" right down to the final "Punch List." Everything was done with true professionalism and in a most expeditious way and ...you allowed us to be involved at whatever level we wished or had time for. Our staff, residents, volunteers and Board of Directors were all thrilled to see the building back to 100% operation in just 5 ½ months.

From all of us here at Lutheran Homes of Oshkosh and its' seven subsidiaries, we'd like to thank you for a job well done. We encourage you to use us at any time for a reference for future projects or to use this letter. If you get back in the area again, please stop by for a visit. Thanks again for everything. You were GREAT!!!!

Sincerely,

Corky Abraham
Vice President