

June 21, 2004

Ma Williams Manufactured Home Sales  
ATTN: Dennis Williams, Kelly Williams-Walsh  
35325 Highway 74  
Hemet, CA 92545

Dear Friends at Ma Williams,

It is our pleasure to provide you with a letter of recommendation! Following is a brief story of our experiences.

My wife Catherine and I have a six-acre property in Fallbrook. About 2 years ago we decided we wanted to add a guest house, to be used initially as a caretaker's cottage, and eventually as a home for my mother, when she is ready to move out to California from Michigan. We purchased a small Silvercrest home from Ma Williams in 2002, a model CG-13, 1056 square feet, 3 bedrooms, 2 baths.

We wanted a house that was attractive – that would meet community standards – and also one that provided both excellent quality and great value. We had heard about manufactured homes, and so we did some research on the internet. We soon discovered Silvercrest and Ma Williams, and liked what we saw. I called Ma Williams and spoke with Jane Fortune, who became our salesperson. Jane recommended that we take the tour at the Silvercrest factory before we even came in to meet with her. I was really impressed! These people were so confident of their product and of the services they offered, that they were happy to have us check the product out, even if that meant we might buy it elsewhere!

We soon visited Ma Williams, and were very pleased with our experience. We had in fact talked to a couple of other manufactured home "dealers" a little closer to us, but Ma Williams stood out well above the crowd. They actually knew their products, and unlike the other dealers, they specialized in providing high quality homes built on permanent foundations! Not only that, everyone in their office was most friendly and helpful. They were really nice people, and impeccably honest. They had a great product. They believed in it, understood it, and were proud of it!

We also talked with friends of ours who were local builders, and we learned that our costs would be much higher to go with stick-built – and that we would not get a comparable value. So we made our decision!

We had only recently moved to California and had never undertaken such a project, and there was a lot to learn. However, Jane and the folks at Ma Williams made sure we got the help and support we needed to get the project done right. San Diego County is rather strict on its requirements for a "second dwelling unit," as they referred to our guest house. However, the various people Ma Williams provided and recommended – the

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engineer, the contractor, the transporter, etc., were great people who took care of us and got us through!

When the guest house was completed, we brought our friends who live in million-plus homes over to look at our new little house. They were really wowed! It was really beautiful, with many nice features, and very solidly constructed. We were convinced we would not have gotten anywhere near the value in stick-built, and probably would have had more problems and delays.

I can honestly say that if you are looking for a home or a second house, you owe it to yourself to consider a manufactured solution. And for your dealer, you can't do better than Ma Williams. We heartily recommend them!

Sincerely,

A handwritten signature in cursive script that reads "Patrick Russell".

Patrick Russell

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