

## Letter to Customer:

We can approach this in several different ways, however we believe the easiest is to start by providing you with an 'apples to apples' estimate for both the Coventry and Katahdin Quotes. As you review, you will find that if we are providing the same and / or, as close to the same materials as the competitors, our 'pre-discount' package pricing is much better than Coventry and comparable in value to Katahdin.

In addition to the 'apples to apples' comparison, I have also attached a Competitive Comparison document that gives a quick overview of the material differences between the Timberhaven package as originally provided vs. the Coventry / Katahdin packages. As you noted, the Coventry / Katahdin packages do include the Advantech subfloor, 5/8" roof sheathing and Andersen 400 series window units, however in comparison, neither company is providing the insulation package or preservative both of which, while not 'huge' costs, will carry a greater dollar value than a sheathing upgrade or the Andersen window upgrade. In addition, the TLH package included an additional log row (vs. Coventry) and a steeper main roof pitch than either company. The additional log row and steeper roof pitch improves the head clearance / utilization of the second floor area (please note that we have concern that at these shallower roof pitches, the stair head clearance may be an issue).

If you begin to evaluate the specific detail, for instance in the first floor system you will find that both competitors are supplying 2x10 girders vs. TLH 2x12 girder, 2x perimeter band vs. TLH 4x perimeter band, neither supply the girder support posts, etc. Again, while TLH may not have had the Advantech in the package to start, TLH includes a 'heavier' built structural support system as per our value system. This same philosophy in material / structural integrity can be followed through the package as you recognize differences in 1x fascia vs. 2x TLH fascia, 1x window trim vs. 2x TLH window trim, all TLH material framing is provided at 16" o.c. vs. ??, as neither competitor noted the on-center spacing for their roof system packages. The spacing could very well be 16" o.c., however not only in this case, but in many cases throughout their package description, this specification is vague. Again, if you review the Competitive Comparison, I tried to provide a general outline that notes these type of differences.

I also want to note that TLH is providing an engineered log product, thus more stability long term in addition to the added benefit during construction. In regards specifically to the Katahdin estimate, we also matched their 6x6 log profile with our 6x6 engineered log profile...I note this as this will be a more labor intensive home to build stacking 6x6 vs. stacking 6x8 or 8x8 logs.

Please know that our intent is not discredit our competitors. Our intent is only to provide you with the information you need to make an informed determination as to how you want to proceed. Our focus and core objective is to provide our customers with the detailed information, starting with the descriptive pages of our estimate through the material specification pages, to ensure accurate comparisons can be achieved. In addition, if you have been working with a builder, it may be beneficial to discuss these package / material differences with him to determine how these differences may impact his bid. We are confident in our material quality and completeness of our package. Again, thank you for the opportunity to provide these comparisons, as Timberhaven would love to be your log home manufacturer of choice.