



OAKWOOD VILLAGE

Continuing Care Retirement Communities

Oakwood Village West

Oakwood Lutheran Homes Association, Inc.
Covenant Oaks Memory Care
Hebron Oaks Skilled Nursing

Oakwood Village Apartments, Inc.
Oakwood Village Apartments
Tabor Oaks Assisted Living

Oakwood Foundation, Inc.

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June 19, 2003

David Martin
Ideal Builders, Inc.
3009 Perry Street
Madison, WI 53713

Dear Dave,

This letter is a heartfelt THANK YOU to the crews working at Oakwood. They have shown genuine respect and warmth toward our residents, many of whom rely on regular schedules with a minimum of disruption. This is difficult to achieve at a worksite.

In particular, the crews working at Hebron Oaks have developed friendships with residents. Residents enjoy the camaraderie with workers. For example, one gentleman that lives at Hebron had a birthday yesterday. The workers invited him to have pizza and coke with them on the back patio. He absolutely enjoyed this, and he said he would never forget that day. That conduct delights us, and builds the relationship between Ideal Builders and Oakwood.

I just wanted to thank you for terrific people on the crews you send to work at Oakwood.

Sincerely,

Karen Stoll
West Campus Director

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Oakwood is a Lutheran church-sponsored organization whose mission is to serve older or infirm persons through loving, caring Christian communities, responding to their physical, social, emotional, intellectual, and spiritual needs, and to encourage a sense of independence, individuality, dignity, and worth throughout life.

Oakwood Village is accredited by the Continuing Care Accreditation Commission.