



OFFICE OF THE MAYOR

CITY OF
Lethbridge

December 15, 2004

Mr. A.G. (Sandy) Oakes, President
M & K Manufactured Home Sales
2930 Fairway Street South
Lethbridge, AB T1K 6T9

Dear Mr. Oakes:

Attached you will find a letter from Joe and Lori Caravetta of Fernie, B.C. After reading their comments, I knew I had to forward their letter and congratulate you on the excellent customer relations that are obviously a high priority of M & K. I am pleased that you are a member of Lethbridge's corporate family, and send all best wishes to everyone at your company for continued success.

Yours truly,

Robert D. (Bob) Tarleck, M.A., M.Ed.
Mayor

RDT/dgs

Encl.

CC: Lethbridge City Council
Economic Development Lethbridge



The City of Lethbridge
City Administrator,
910 – 4th Avenue South
Lethbridge, Alberta, T1J 0P6

December 8, 2004

Re: M & K Mobile Home Sales Ltd. of Lethbridge, Alberta

Dear City Administrator:

We strongly feel the need to write to you about a Lethbridge based business which we entrusted our lives savings to build us a home for our family in south eastern British Columbia. The business we are referring to is M & K Mobile Home Sales Ltd. of Lethbridge, Alberta.

In March of this year we visited the above noted business in Lethbridge to enquire about Modular homes. We had spent about seven hours with a sales representative with no guarantees or promises from us that we would purchase a modular home. We were determined to build ourselves a traditional standard stick dream home. When it came time to leave Lethbridge that long day, the Sales representative without hesitation offered us a room at a local well known Inn on behalf of the business. We felt and still to date feel this was out kindness and showed us how much this business felt about possible clients.

In April of this year, after comparing the costs of a traditional stick home and those of a well built modular home we decided to spend our live savings on a modular home from M & K Mobile Home Sales Ltd. in Lethbridge. The professionalism, commitment and follow up demonstrated by the Sales representative and by the business further convinced us that we were making the correct move on the biggest decision we will ever make. From dealing with bank managers, to the day we placed the down deposit, to the day the Modular was crane lifted onto its foundation, through the days of construction on site and even to date, we have had nothing but positive experiences with this business. There were occasions when certain issues would arise and this business expediently and professionally dealt with our concerns.

If someone was to ask us if M & K Mobile Home Sales Ltd. provided good and first-rate service and a quality product, we would with out uncertainty say yes we are extremely happy with the service, professionalism, fairness and quality of our home. This Cape Cod style modular home is now our dream home and we are very happy with it and with the business we purchased it from in Lethbridge. Surely, it has not been long since owning this home, but we have no reason to doubt this business will honour its work and the warranties it has promised us for this home.

You should be proud and honoured to have M & K Mobile Home Sales Ltd. represent your City. This correspondence is for your records and thank you for your time.

Yours truly,

A handwritten signature in black ink, appearing to read "Joe & Lori Caravetta". The signature is fluid and cursive, with the first letters of the names being capitalized and prominent.

Joe and Lori Caravetta
4141 Hill Road, M4C7
Ferne, B.C. V0B 1M4

c.c. M & K Mobile Home Sales Ltd., Lethbridge Alberta.