



**CD BARNES ASSOCIATES, INC.**

GENERAL CONTRACTORS • CONSTRUCTION MANAGERS • DESIGN/BUILD

September 28, 2009

Caruso Care, Inc.  
National Ceiling, Wall & Lighting Network  
8063 Madison Ave, # 247  
Indianapolis, Indiana 46227  
Attn: Scott Caruso, National Operations Director

Re: Wal-Mart Remodel Store # 1942 Holland, MI.

Potential Caruso Care, Inc. Client:

Our company CD Barnes Associates, Inc has been constructing Wal-Mart new supercenters and renovations for the past 15 years. Recently, for the last 3 years our firm has began working on Wal-Mart remodels. Remodels usually involve cleaning the existing ceilings and that's how our relationship with Caruso Care, Inc. developed.

This past June 2009, CD Barnes was awarded a Wal-Mart remodel in Holland, Michigan. The project had a total square footage of 207,920. The remodel had a start date of June 07, 2009 and construction duration of 13 weeks. A very aggressive schedule considering the amount of grocery remodel work required and the fact the store operation was running 24 / 7.

During the bid process CD Barnes contracted with the low bid subcontractor to clean the ceiling tile. The ceiling cleaning (CC) subcontractor was to begin cleaning the tile immediately. The first problem began when the original CC subcontractor stated that they could not start for 2 weeks because they were committed to another project. CD Barnes at the time was willing to work with subcontractor and allowed the CC subcontractor the 2 week delayed start. As the weeks went by the CC subcontractor still did not show as CD Barnes continued to contact the subcontractor to determine their start date. After many telephone conversations and emails the CC subcontractor stated they would guarantee starting in another 2 weeks. The CC subcontractor finally did start the project 4 weeks later than the original planned scheduled start date. However, once they started their onsite personnel were inconsistent. They would work for a few days and not show up for a day. This went on for the next 2 weeks and CD Barnes was now aware that working with this CC subcontractor was going to be challenge. CD Barnes was now very concerned that the CC subcontractor was not going to finish the project and begin contacting other CC subcontractor that had worked with us in the past. Because of the time of the year and because many Wal-Mart remodels projects were under construction, all our past CC subcontractors could not commit in helping us out. At this point CD Barnes had no choice but to



try and work with our original CC subcontractor, holding their hand along the way. CD Barnes continued along this path for the next 2 week period until finally the CC subcontractor did not show up and abandoned the job. At this point CD Barnes was in trouble and was looking at disastrous results with one of our long term clients.

CD Barnes began a full nationwide search to find a CC subcontractor who could perform and pick up the pieces left by our CC subcontractor. Enter Scott Caruso of Caruso Care, Inc. to the rescue. We made contact with Scott's company sometime on August 13, 2009 who initially stated he was not sure that he could perform because of the projects time frame and demanding schedule. However, after pleading with Scott and explaining to him our desperate situation Scott stated he would make a few calls and get back to us. Scott did what he told us he would do and in fact did get back to CD Barnes the next day. One day later Caruso Care was onsite with a crew and was gearing up to complete the project within the demanding scheduled necessary.

At the time we talked to Scott, we were hoping that Caruso Care could complete the project by the Wal-Mart Grand Opening date. However, Scott and Caruso Care made CD Barnes believers as Scott's company completed the project on our construction completion date a week earlier rather than the Grand Opening date. Thanks to Caruso Care our client became a happy camper and special attention was given to the outstanding job by Scott and his staff.

CD Barnes would highly recommend Caruso Care, Inc. for any ceiling cleaning project and suggest that a negotiated contract process would save a lot of wasted time and headaches for a construction activity important as this on Wal-Mart remodel projects. Caruso Care and Scott did what he said he would do, only better.

Respectfully submitted,

**C.D. BARNES ASSOCIATES, INC.**

John A. Drozer  
President / Partner