



PROVIDING PALLIATIVE CARE SINCE 1983

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February 3, 2003

The Board of Directors
Big Bend Cares
PO Box 14365
Tallahassee, FL 32317

Dear Friends:

It has come to our attention that Riley Palmer Construction Company is making a proposal for the construction of your new facility. We are pleased to provide this letter of reference for them.

In 1996 we contracted with Riley Palmer's company to build our Administrative and Grief & Loss Center, an approximately 12,000 sq. ft. building. This was done on a design/build guaranteed maximum price of \$976,580; they came in under budget resulting in a \$41,765 refund to Big Bend Hospice.

During the design and preconstruction phase Riley Palmer Construction recommended several, what they called "Value Engineering" options, which helped in the reduction of costs. The project was finished on time in less than nine months without sacrificing quality of work. We have experienced minimal corrective work or maintenance.

Their staff were well informed regarding our non-profit agency's need to save sales tax and they worked with us in every way possible and legal to effect that savings. We were very well pleased with the on-site supervisor and the wonderful follow-up we received long after the building was finished.

One of the biggest compliments we can offer with this recommendation is that we could trust the working relationship; Riley Palmer and his staff were always honest with us and worked with integrity. That means so much, especially to non-profits where human resources, time and money are always limited as well as experience in constructing facilities!

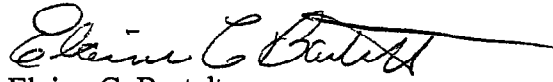
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Good luck! Feel free to call me if you have any questions or comments.

Sincerely,



Elaine C. Bartelt
President & CEO