

January 26, 1999

Mr. Aleksey Syrnichenko  
Olyana Magic Plaster  
P. O. Box 141  
217 East Harrison  
Maumee, OH 43537

Dear Alex;

RE: The 1999 Detroit Symphony Orchestra Showhouse and Gardens Project:  
Owner Directed Restoration and Preparation Phase of the  
former A. J. Fisher Mansion in the Palmer Woods area of Detroit, MI.

At this point in our association on this project I would like to take a moment to express my appreciation of the myriad of talents your firm has brought to this very important job.

We began with a need for three modestly sized plaster repairs in three significant first floor rooms of the house. Having been through this process before, we were taking estimates from separate contractors, one for plaster work and the other to in-paint the damaged art work on and around the plaster. To this point, we have found very few companies able to execute both phases of the work satisfactorily and at a rate that was affordable by an individual homeowner attempting to restore a historically significant residential property.

Olyana Magic Plaster came to us highly recommended by our kitchen design firm, Northpointe Design Group. To our surprise and delight, Alex's firm had the talent to bid both phases of the job. He showed us very impressive examples of some of his work, gave us a reasonable price, and arranged his schedule to accommodate the dates of the Showhouse. Alex also knew his firm was able to do the work to replace mantles that had been removed from the house, and he asked for the opportunity to present his proposal. We were delighted with his proposal and accepted immediately. Olyana will be replacing the mantle in the Sitting Room of the Master Suite.

Since our first meeting in December, every point along the way has been very satisfactory in the process and excellent in the results. Olyana has demonstrated a depth and breadth of capabilities which include:

- the ability to repair damaged plaster areas in an very complete manner, including minimal demolition, conservation of all old materials, anticipation of interface to problem areas, and seamless duplication of all destroyed or damaged areas;

- the ability to provide a complete restoration service
  - by being able to re-apply canvas without detection
  - and to in-paint damaged paint areas;

- the ability to provide excellent, thoroughly outstanding replacement services for re-creation of mantles removed from the premises, including
  - the understanding of the original style of the room,
  - grasping the wants of the owners,
  - exquisite detailed design sketches in keeping with the original style,
  - immediate turnaround of design,
  - preparation of interface requirements to other craftsmen,
  - reasonable pricing, and
  - timely execution.

Olyana has truly been "magical" for the Michaels and their passion to keep a historical house alive. There is definitely a growing need for Olyana's skills in the residential restoration marketplace. To date, it has been our experience that talent represented by Olyana has been scarce and therefore has gravitated to multi-million dollar projects sponsored by large government or business groups. Olyana's concept makes exquisite workmanship available to individual homeowners attempting to maintain America's architectural heritage. We truly hope that Alex and Olyana will be able to maintain the talent pool needed for strong growth and sustained profits for a long time to come. We will be happy to recommend Olyana to others who are attempting to undertake projects similar to ours.

Sincerely,

A handwritten signature in cursive script, appearing to read "Christine E. Michaels". The signature is written in dark ink and is positioned above the typed name and address.

Christine E. Michaels  
George E. Michaels  
1771 Balmoral Drive  
Detroit, MI 48203-1440  
313 369-9774