

May 17th 2010

Secretary of the Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

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**Missouri Public
Service Commission**

Re: MC-2010-0311

Robert Berlin,

5 Star still operates out of 69 Schaper Rd. With the economy the way it is it is down to just me now and a lot of times I am not in the office. I also work out of my home office.

The Grady's have refused to pay an invoice since the home was set. The invoice was for the columns in their basement. I had repeat ably ask for payment and was refused. I still went ahead and sent my Union carpenters down to build their back deck and stairs. Grady's made it clear that he would have the post holes dug and ready when they came down. They were only partially dug and rock filled. The carpenters charged and were never paid for digging all the holes. They were going back down to finish the back wall but would not unless they were paid in full for the work they already completed. They said to complete the back wall would take them at most 2 hours. They were also waiting for the factory to fix the roof bracing, which the factory to my knowledge never did. The carpenters didn't want to make a separate trip to the lake for 2 hours work. With the roof bracing done they could have finished the transitions inside the home along with finishing the back wall and completed everything in one trip. It took them many phone calls to finally settle for less the amount due and now they will not go back because they did not get paid for what they did nor in timely manner. 5 Star still has not been paid.

I have sent a letter to the Gordon's to resolve this matter. I am waiting for a response and hopefully we can get this resolved quickly. I will work with them until it is complete.

I have sent a letter to the attorney on Ken White and will work with them to resolve this matter. We repeat ably went to his site and dug the basement but it always changed by Ken. Ken also refused to pay the first excavator so I had to get a second one that made many changes directed by Ken. Ken also was trying to make changes to the plans that 5 Star submitted to St. Charles County. One of the changes was to eliminate a column in the garage area. I told him to contact Steve Hollander the architect and see if this was possible. I will continue to work with the attorney and get this resolved but I don't think with the load on a modular being on the center beam that this will be possible. I told him his original plans didn't show the column because it was going to be "stick built" on site and the loads are very different than the loads of a modular. I gave him an option to build it on site and will work with him to get his house built.

I have been in contact with Hans Muglar for months. I told him that I had a plumber that could start the necessary connections back in September. He told me to hold off after I

told him the price quoted and he had a buddy that maybe could save him some money. At least a month or two went by winter came and went and he finally went with my original guy. Then it rained and rained for more delays. Hans finally had the work complete just a couple of weeks ago and I went down and back filled the foundation and trenching necessary for the water and sewer. This was done at no charge to him and not part of the "contract". Now that he has that completed Hans has been instructed by me to order the beam and posts which he has done and as soon as they are delivered Hans will call me. When the weather cooperates we will complete the necessary steps and get his home set. It has been raining for 3 weeks so it has been hard for Hans to get the site ready. Weather permitting we should have the home set in next couple of weeks. With the home set I will discuss with Hans and see what he wants me to do or if he wants to hire his own guys at that time as he has in the past.

I will work with all of my customers and follow the contract. I will contact them and set up a meeting to go over where we are and try to resolve these. Call me in advance at 314-565-2255 to set up a meeting at 69 Schaper Rd. if you would like. I am still using the office but I am not sure for how long I can afford it without a license to sell. Hopefully this helps some and want to work with you and them to get these resolved.

Sincerely,



Jeff Kasten
President
5 Star Homes & Development Co. Inc.