

Thank you for reaching out and for giving Mission One Builders the opportunity to respond before your story airs. We take the concerns of any former client seriously and appreciate the chance to share context that the homeowners may not have provided.

Financial difficulties Yes, Mission One Builders is experiencing financial difficulties. To finish the remaining projects we sold a home we owned in California and extended ourselves both professionally and personally on credit. Our goal has always been to complete every home we started rather than walk away.

Unfinished construction and delayed completion timelines Out of 128 total projects, only a small number remain unfinished. Two projects were not completed by us because the homeowners terminated our services near the end of construction (one of which is the Nobles at 488 Eppinger). In both cases the owners stopped work and ended our involvement. Every other home was completed, turned over to the owners, and permits were closed.

Many of the completed homes did experience extended timelines. Those delays were driven by COVID-19, three hurricanes, extreme supply-chain volatility, labor shortages, and material/labor cost increases of 30% or more—none of which were covered by escalation clauses in our fixed-price contracts.

Defective or incomplete work All homes other than the two noted above were completed with closed-out permits indicating a completed project up to County standards. We have struggled to keep pace with punch-list items because of severely limited resources after releasing our entire team. We have focused every available dollar and hour on getting homes finished.

Lack of response to repeated communications We fully acknowledge that communication has suffered along the way. We brought in help to address customer concerns as we felt we could when the company experienced rapid growth, and now it is back to just the two of us as the market shifted again. We are both working extended days trying to finish the last homes while managing an overwhelming financial and legal load. We had to let every employee go; there is no longer anyone to answer phones, schedule subs, or organize paperwork. Our priority has been physical completion of the homes, not administrative responsiveness.

Outstanding warranty or punch-list issues This is the area that likely generates the most complaints. We always complete as much punch work as possible before handover. Lists are identified and work completed. We continue to address legitimate items as resources allow.

Financial strain caused by delays and repairs We have lived the same strain. We successfully built spec homes in California for 16 years with no such issues. The Florida market after COVID was a perfect storm: rapid cost escalation, interest-rate spikes, and

then a sudden halt in new sales while our fixed contracts offered no protection. We chose not to abandon clients when funds ran short; instead we worked with several homeowners to have them front final-draw funds so the homes could be finished. Walking away would have left families with significantly higher completion costs from a new contractor.

Our overall perspective This is a story of a small family business overwhelmed by unprecedented events—not deliberate misconduct or indifference. We started in Florida to build ten homes for a longtime investor friend. Construction that normally took 10 months stretched into years because of factors completely outside our control. We could have quit. We did not. We have no other source of income and have poured everything we have into finishing what we started.

Answers to your specific questions

- **How Mission One responds to the allegations raised by these homeowners**
We respond on a project-by-project basis. Without the specific complaints from each interviewed homeowner (Gary Sailor – 327 Rotonda Cir, Nikki Zimmerman – 750 Rotonda Cir, and the Nobles – 488 Eppinger), a blanket response is difficult. We have detailed records showing substantial completion and prior resolution of many items on the Sailor and Zimmerman projects. The Noble matter is in active litigation and is being handled exclusively through our attorney.
- **Whether the company intends to address any unresolved issues raised by former clients** Yes. We are actively finishing the last remaining projects and continue to work on valid punch-list and warranty items as our limited resources permit. We invite any homeowner with specific open items to contact us with a clear list so we can prioritize them. Please continue to provide us grace as our administrative resources are limited.
- **Whether Mission One disputes any of the claims made by the homeowners interviewed for this story** We dispute any characterization that we abandoned clients, deliberately performed defective work, or didn't care. All but one of 128 projects reached completion with closed permits. Delays and cost overruns were caused by well-documented external events that affected the entire industry. We dispute that we left homeowners "stranded"—we worked with clients to front funds precisely to avoid that outcome.
- **Current operational status of Mission One Builders / still actively taking on new projects** We are in wind-down mode. Our last contract was signed November 14, 2024; that home is in the final cabinet-installation phase. We are not accepting new projects.
- **Whether the company has ceased operations, reduced operations, or plans to continue operating in Southwest Florida** We have significantly reduced operations and are focused solely on completing the few homes that remain.

Future plans are uncertain while we resolve outstanding financial and legal matters.

- **Whether Mission One Builders is considering filing for bankruptcy or has taken any steps toward bankruptcy protection** We have not filed for bankruptcy and have taken no formal steps in that direction. We are exploring all responsible options to resolve debts fairly.
- **Whether financial difficulties, cash flow concerns, or subcontractor payment issues affected any customer projects** Yes. Cash-flow constraints at times delayed payments to subcontractors and vendors. In several cases we arranged for clients to advance final-draw funds so work could continue. No active project was halted because of non-payment; we prioritized completion.
- **Whether there are outstanding amounts owed to subcontractors, vendors, or suppliers associated with Mission One projects** There are some remaining balances stemming from the period of extreme financial pressure. We are working to settle these obligations as we finalize the last projects. Most subcontractors on completed homes were paid through construction draws.

We may be willing to participate in an in person or phone interview, coordinated through our attorney Beatriz Cardoza, Esq. We prefer it not be on camera, and that any additional questions be provided ahead of the interview so that we may provide accurate information.

We hope this provides the balanced perspective your viewers deserve. We are proud of the 123 homes we successfully delivered and remain committed to finishing the last few with integrity.