

April 27, 2009

P.J. Fitzpatrick  
21 Industrial Blvd.  
New Castle, DE 19720

Dear Mr. Fitzpatrick,

My husband and I would like to thank you personally for the service call we placed today with your company. In April 1996, we had new vinyl siding installed on our townhouse in Fairway Falls. Last week we had noticed that a few siding panels were loose on our chimney. One of your team members came to our home today and nailed down the siding and didn't charge us for the service. I wanted to get this fixed before the panels separated entirely from the chimney, which might have caused it to blow away.

We certainly appreciate the great customer service and we have recommended your company to friends and neighbors that needed new siding, windows, doors, etc. I believe this was the second time since April 1996 where we have called for a minor adjustment and you graciously waived any type of service fee.

Your company is great to do business with and you certainly make customer service your number one priority. Please feel free to use us as a reference at any time.

Sincerely,

  
Patricia Belfatto