

April 28, 2009

Dear Mr. Fitzpatrick,

On April 22nd we had our roof replaced by your firm. All too often we are quick to complain and slow to complement. We would like to take this opportunity to express our gratitude to you and your entire organization for an excellent job replacing our roof. The total experience was pleasant surprise. It was a pleasure dealing with honest, knowledgeable and competent people.

Jim Doyle's presentation was friendly, knowledgeable and honest. He let us know up front that due to the age of our old roof, the final cost could differ from the original estimate. Dave Combs also confirmed this on his thorough inspection. He took the time to point out what to expect when the job started and what to expect when it was completed. So it came as no great surprise when Kenny Bevis came in to tell us that the entire roof had to be replaced. He gave us an accurate estimate on how this would effect the final cost and then made the necessary arrangements to get the material to the job site so as not to delay the completion of the job. We were amazed at how fast the material arrived.

We would also like to commend the work crew. The crew leader Iban and his crew did a fantastic job in protecting our shrubbery and vegetable garden from any harm as they did a first class job replacing our roof.

The total experience was a pleasure from the first contact to the rescheduling of the job due to inclement weather, to the final clean up after the job was completed. All was done in a friendly, courteous, and professional manner. Please pass our appreciation on to your entire staff.

Thank you again for a job well done.  
Kathy and Bob Meeks

A handwritten signature in cursive script that reads "Kathy & Bob". The signature is written in dark ink and is positioned below the typed names.