

July 15, 2009

Dear LaNues:

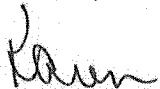
Thank you so much for your extraordinary customer service! You recently replaced my flat roof, which was in pretty dismal shape. Alan Monzon was my first contact with your company, and I could not have been more impressed. No hard sell (even though my roof was 25 years old), but when I questioned the possibility of some interim repairs, he was very adamant that I wouldn't be happy with the results, and that he wouldn't be happy with letting me think that was a viable solution. He gave me what turned out to be an amazingly accurate estimate of the cost, and explained how the follow up process would work. When he showed me the information about your company and I saw you were a finalist for a Spirit of Enterprise award, I knew I could trust you—my company has sponsored those awards for years and I know the caliber of the program.

From that point forward, everything happened just as Alan explained. I had vacation planned, which limited the timeframe for my project. Your scheduler worked with my availability. Daryl called in advance to explain what would happen when the crew arrived, and Jose followed up personally on the first day. I live in a very quiet neighborhood, with a number of retirees who are home all day. One neighbor commented on your crew—no loud music, how they were careful to respect limited parking spots, and their overall politeness. I noticed my yard seemed to be cleaner than when they arrived—how was that possible? Work finished on schedule, and I was able to leave town without worrying about my house. A tiny bit of foam accidentally ended up on an inexpensive barbeque on my patio. Daryl apologized, and when I said it was no big deal, he explained that it was a big deal to him. A week later, your crew showed up to power wash my patio. Alan did the final walkthrough last week, and I could not be happier!

I spoke to two neighbors who had their roofs replaced this spring, and EVERY complaint they had—the cost, not understanding what was going to be done, the time it would take—was addressed by your crew before my work started. I could not be happier with the quality of your process, the time your staff took to explain it, and the respect they showed for me, my house and my neighborhood. Every member of your team—Alan, Daryl, Jose and his crew—displayed the same professional attitude. I don't know where you get your employees, but if I were you, I'd keep it a secret!

Please feel free to use me as a reference! I know you're listed on Rosie Romero's website; I will be adding my comments there, too. And expect to hear from some of my neighbors; they have 25 year-old roofs, too!

Sincerely,

A handwritten signature in cursive script, appearing to read "Karen".