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To Whom It May Concern:

We recently had a new roof installed by your company and just wanted to say "Thank-you" for an outstanding, professional job your crew did. We were one of the many families whose life was affected by the severe hailstorm of June 11, 2009. Many, many roofers descended upon our Avery Ranch neighborhood. Not only were we going through the ordeal of trying to recover but there was the turmoil of trying to figure out which roofer to use.

Fortunately, we were part of the Avery Ranch Yahoo group and many good neighbors put up a great amount of information on roofers and roofs. After sifting through all the information, I came up with what I thought were the 4 top local roofers who had received the most glowing reports. I interviewed each one and your people, Eric Lake and Derek Acker appeared to be the most meticulous, thoughtful and professional team.

They also showed patience and compassion while I was deciding on who to use. They also picked up on some other damage that no one else commented on. They helped us prepare for the roof installation by telling us about the trees that needed to be trimmed and the damage they could produce later if it wasn't take care of. They saw damage caused by an A/C condensate line and gave us some guidance on that. They told us they would take special care of a koi fishpond that we had recently put in the back yard. They also offered a wide range of upgrades with regards to radiant barriers and choice of roofing materials and vents. In other words, they made us feel extremely comfortable with our choice.

When we finally decided on your company, they picked up the pace and sent Jonathan Hildreth, the project manager, who was also extremely professional and again picked up on some roofing aspects that needed to be addressed and we felt he went above and beyond what was expected. He made a thorough go around on the roof and even picked up on some areas where small rodents could get into the roof and said they would take care of that. His power of observation was very precise.

Materials were delivered. There was some damage to the ridge vents and Eric immediately took care of that. We also asked about squirrels invading the attic through the ridge vents and Eric discussed the pros and cons and we decided to let him follow-up

by placing a wire mesh under the ridge vent, which would prevent any invaders by small animals.

When it came time for the installation, the crew and manager were exceptionally meticulous and efficient with their time. Everyone was very courteous and appeared to work very well together as a team. They were so thorough at cleaning up afterwards, I would have to say they left it better than when they found it.

Immediately after they were finished, there was a crisis in the family and we had to leave for a few days and severe thunderstorms came shortly afterwards. We left with a good feeling knowing that our roof would stand up to any weather and for that we are profoundly grateful.

Finally, pre-and post-installation communication has been great with Lisa Crawford forwarding us all necessary information and paperwork.

Thanks to your team, they turned a potentially bad experience into one that left us with a great feeling that not only did we get an excellent roof but we know that long term we will get benefits from the great warranty, radiant barrier, and a feeling that if we ever have questions, we can call on your people.

Sincerely,

Fred & Irma Martin

PS Please use this letter as a letter of reference and if you ever have a customer that needs a recommendation for your company, please do not hesitate to call.