

Dear Mr. Goreski:

My husband and I would like you to know how pleased we are with your employees, Jim Coffey and John Williams. They are obviously hard-working and dedicated employees with a definite sense of pride in their work. They started working on re-shingling our roof on Thursday, August 18, 2005 and completed the rear half of the roof that day, cleaning up the work area very diligently.

They returned to continue with their work Friday morning but after a torrential downpour, decided to stop work rather than remove old shingles and expose the unprotected roof to the elements. Later that day Oshawa was under tornado watch and, although I don't believe there was a tornado, we did have a severe storm go through our neighborhood which brought down many trees in the area, including one in our next door neighbor's yard that fell and blocked access to our backyard. Once the worst of the storm had gone through, Jim Coffey appeared at our house to check the roof and worksite to see whether the storm had caused any damage. Apart from a few loose shingles and some plywood on the worksite having blown around, Jim was able to reassure us that the storm hadn't caused any damage. We were certainly impressed with Jim who is obviously both conscientious and caring, not only about his work but also his customers.

On Saturday, Jim and his co-worker, John Williams arrived to continue with the project but decided to postpone it until Sunday since it looked like we were in for more bad weather. We were in total agreement, but before they left they offered to clear away the fallen tree branches so we could have access to our backyard once more. My husband was very appreciative of this as he had pulled a muscle in his back the previous day.

It is employees like Jim Coffey and John Williams who have undoubtedly helped build the excellent reputation that your company is known for. You can be sure this story about their concern, integrity and help, none of which they had to do, will be told by me many times to our friends, relatives and neighbors, furthering your excellent reputation and possibly resulting in future business.

Sincerely,

Sue Burton