

17 May, 2018

Dr. Roof, Inc.
Hillary and Glenn Trusty
P. O. Box 187
Seaview, WA 98644

RE:

Invoice # R-3440-6/Reroofing at 1880 S. Downing Street, Seaside, OR
Customer: Gehla S. Knight

I am taking this opportunity to write a personal note to let you know my thoughts and observations with your staff and crew who were involved with our recent project.

We had a new roof (Owens Woodcrest comp shingles), new sheathing, all new insulation and soffit carpentry. Your company also installed new gutters to complete the project. We initially worked with Brad at the Seaside store to define and educate ourselves about the products available and so on. Patrick was our point person once the project began through to completion.

Honestly, my husband and I did not expect the results we received. Our backgrounds are in litigation on contractors' liability. So you can imagine we have dealt with a host of "shady" roofers and builders. We had no great expectation of excellence when we stopped in at your store. We were in for a surprise.

The moment we walked through the door, we were struck by the quality and professionalism of both Brad and Patrick. Brad was particularly knowledgeable about the products, material, price, warranty and service Dr Roof offered. His demeanor was as if we were his only and most important customers. I can compare our experience to the quality and attention of service I receive at the Jaguar Dealership.

Our project was done on time and to the specs discussed and ordered. Your roofing crew showed up on time, neat and polite, cleaned up after the job, were careful to protect shrubbery and people down below and did not wander off for a two-hour lunch break, play heavy metal on their Ipods or take smoke breaks. What a wonderful surprise that these fellows exhibited the same level of professionalism and skill as your in-house staff.

All our friends are impressed. We easily have the most attractive roof and gutters on the block. We have strongly recommended Dr Roof to our neighbors, two of whom are planning roof jobs this summer. We will continue to stress how pleased we are with your work and customer service to any and all who ooh and ahh at our new roof.

A special kudo for Brad who spoke with our insurance adjuster. It is a credit to him that our claim was so speedily and satisfactorily settled.

I apologize for the wordy response, but I wanted you to know we value your company, its work ethic and customer service dedication in addition to dealing in trusted, quality Owens products. As in any business, there are always complaints and customer glitches and too few "Thank you – job well done!" calls. When my business did receive a pat on the back from a happy customer, it made my day. I hope this makes yours. Many thanks to all your staff and crew.

A handwritten signature in black ink that reads "Gehla S. Knight". The signature is written in a cursive style with a long horizontal line extending to the right from the end of the name.