

April 4, 2012

ATTN: Patrick Morin
Founder
Roof Life of Oregon
11445 SW Tiedeman Ave
Tigard, OR 97223

RE: Customer: Steve Smith
Address: 6795 SW Gate Post Ct
Wilsonville, OR 97070

Dear Patrick,

From the moment you visited our home to prepare an estimate for shingle replacement and roof treatment, I've been very impressed with Roof Life of Oregon and remain so today. Your friendly approach and obvious knowledge about the process was very reassuring.

After the treatment and repair, we had a serious roof leak that came through our living room ceiling. Fortunately we were home at the time and quickly moved out the furniture, put a tarp over the carpet and placed buckets to catch the falling water. We also poked small holes in the sagging drywall to allow the water to drain to keep it from causing even more serious damage.

We contacted your office right after we finished placing the buckets under the leaks. Mark was responsive to my call and sent two of your people early the next morning to fix the leak. After they finished their repairs and left, it started raining again and the roof began to leak even more. The roofers quickly returned after my call to you folks and this time placed a large tarp over the suspected area of the roof as a temporary fix and it did stop the leak.

A few days later two more roofers arrived and replaced more shingles and this time were successful in stopping the leak.

All of your people, Mark and the four roofers were very professional and friendly. We were extremely impressed and would like you to know how good we feel about the high caliber of your people.

The other reason for this letter is related to the aftermath of the repairs to the ceiling. Repairing the ceiling involved the use of scaffolding due to the 13 foot high ceilings and required replacement of drywall and painting.

Not knowing where to turn to have the repairs done, we contacted the contractor that referred us to you originally. The work was satisfactorily completed in about a four day period

After contacting you folks again, I sent in the invoice for the repairs. Following that was a series of phone calls regarding the expectation that we should have used a sister company of yours for the repairs. Had Mark or any of the roofers mentioned that to us, we certainly would have complied, but unfortunately no one mentioned anything about what to do and we figured we were on our own to get the ceiling fixed.

While that process was rather disappointing because we didn't intend to cause any problems, in the end it was resolved professionally.

We were concerned that this entire issue may have left you and your good people upset with us, which is certainly not something we want. We remain very impressed with Roof Life of Oregon.

In fact, I've been telling family, friends, and work associates in meetings just how impressed we are with you and how you stand behind your work. The people I've spoken with reacted with a lot of interest. I know from what many have said, that some who haven't had a roof treatment will probably be contacting Roof Life to start the process on their roof.

It's a pleasure for us to recommend you to others. We do feel badly about the misunderstanding regarding the ceiling repair though. However, your people handled it well and in the end everything was resolved.

Sincerely,



Steve Smith
6795 SW Gate Post Ct
Wilsonville, OR 97070
503-694-2842