

6/6/2011

Mr. James W. Peterson; President
Peterson Roofing, Inc.
603 East Kensington Road
Mt. Prospect, Illinois 60056

Re: 1104 Country Club Lane
Schaumburg, Illinois 60193

Dear Mr. Peterson,

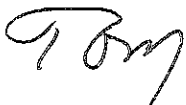
On May 20 and May 23, 2011 your crews for roofing, insulation and gutters completed my home project (Invoice 10319). I am writing this letter to complement the workers and the crew foremen and the completed project as excellent. Its been a long time since I have seen work that has gone so smoothly and workers' work so well together. The quality and workmanship was excellent.

The two lead foremen Radek Kosik (roof) and Adam Halbowicz (gutters) were the best lead people I have seen. They took the time to keep the customer; myself informed - I did not have to ask questions on how the jobs were going - and if I did have questions they answered them clearly and professionally. When the Schaumburg inspector came for a review he also was very pleased with the appearance of the crew and the answers he received.

Having worked for a large technology company that had both sales and customer services I would like to make a couple of recommendations - in your Grand Opening hand out there is topic "Preventive Maintenance" as a senior citizen that is extremely important because I would like to protect my investments - no mention of this was made - it would be wise for your organization to follow up with an onsite recommendation - possibly a service agreement; and the second comment is a onsite follow up about 3 to 4 weeks after the work completion with the customer to fine out their level of satisfaction.

That's all I have to say - but once again THANK YOU for your teams services.

Best regards,



Tom Kacprowicz