

January 19, 2011

Peterson Roofing Inc.  
603 E Kensington Rd  
Mount Prospect, IL 60056

Re: Re-Roofing Project

To Jim Peterson:

A note to say thank you to the team at Peterson Roofing for their patience and professionalism guiding me through my Re-Roofing Process. This is the first house I've needed to re-roof and had quite a few questions and concerns especially since I had a ventilation problem in my attic and had 25 year organic core CertainTeed Hallmark singles installed by the previous homeowner which failed after 10 years causing several leaks in the interior living space of my home. The Team at Peterson Roofing walked me through the process and patiently answered all my questions and concerns. A few points I would like to highlight are the following:

Joe Delcore – Was nice enough to come out to my house a least a dozen times providing estimates on a new roof, coordinating with Robert from Kinsale for attic remediation, estimating additional gutter, soffit, fascia, new porch roof, and providing his years of experience consulting with me on the project and sharing his expert opinion on an R-CO chimney surround I had purchased. Each time out to my house Joe was always happy to see me and undaunted by the frequency of his visits to my home. Joe really took the customer perspective to heart going to bat for me during the installation of the new plywood decking and new baffles in the attic. Installers were just reusing the existing baffles when I had asked them to use the new ones piled in my front yard by the installation crew (I even climbed into the attic to show the lead installer the contract). I called Joe to voiced my concern. Joe made a phone call and it was taken care of and then personally came out to the job site to ensure the project was progressing correctly.

Art (sales person) – I stopped by the warehouse one Friday evening and Art patiently took me around the warehouse to show me the materials to be used on my job and to answer several questions. This again was on a Friday night while Art's mobile phone was ringing he ignored it and made me his top priority which I thought was impressive for late on a Friday night during the busy roofing autumn season.

Mike (leads the roofing crew) – Accommodated my schedule to re-roof after relatives left during a Thanksgiving visit but before the first snow of the season. I had 3 visible leaks on the interior of my home and was very happy Peterson Roofing could accommodate my job prior to the winter weather arriving. There was a bit of mix up on the delivery of the shingles as the delivery truck showed up then needed permission to drop the shingles on the driveway. I called Mike and he solved the issue with the supplier. Mike also made a trip all the way to a Chicago supplier for a last minute Majestic chimney surround to keep the re-roofing 2 day job on track (after Joe and Mike convinced me the R-CO Chimney Surround was not as good a product as the Majestic).

Jeff (leads the siding, fascia, soffit, gutter crew) – Accommodated my repeated requests of his team to do more work adding soffit, fascia, and a porch roof to the job. Jeff also corrected a short coming by fixing the brown gutter apron installed by the Peterson Roofing crew on the

front of my house and changed the color to a bronze matching my existing gutter and trim work on the curb facing side of my home. This looks much better with the color match as the gutter runs the entire length of the front of my house so the tilting of the gutter on this long run really exposed the gutter apron to anyone driving by or walking up to my front door. During part of the Peterson roof installation a piece of flashing was installed which cause an existing J Channel siding to buckle. I asked the roofing crew if they could fix it and they did by putting a nail in it. I wasn't happy with this solution especially since the nail is quite visible on the curb facing side of my house just beneath the walkway to the front door. Jeff, Mike, Joe all stopped out at my house to color match and to make plans for the replacement. Jeff assured me his team would be out to correct this issue.

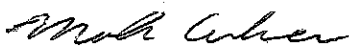
Service - I think a person involved in service support (can't remember his name) stopped out to help submit the paperwork, take the necessary photos, and replace a couple of sample shingles to send in as part of the CertainTeed organic core Hallmark shingle claim. Again the previous home owner had installed the 25 year organic core CertainTeed shingles which failed after 10 years causing at least 3 leaks into the interior living space of my home. I was very happy with this service as part of the re-roofing job.

Jim Peterson – Gave me the grand tour of the new warehouse facility after taking advice from Joe Delcore to stop out and take a look one evening after work. Jim was about the only person left in the building but took the time to showcase the warehouse from top to bottom and also took the time to explain the products and answered all my questions related to the materials and methods to be used on my roofing job and explained the impressive 7 year personal guarantee.

Again I would like to thank the entire staff at Person Roofing as being treated as everyone's top priority by the people mentioned above along with the installation crews. Even though I know all these people were extremely busy multitasking on other jobs and working with additional customers they never failed to find time to answer my questions and provide exceptional customer service and support. I couldn't have asked for more. I'm very happy I chose Peterson Roofing and will look forward to future projects with Peterson Roofing.

Please find my enclosed payment of \$18938.40 and the completed customer questionnaire. Please enter my email address: [culvermark@yahoo.com](mailto:culvermark@yahoo.com) in the Spring 2011 Grand Opening Raffle.

Sincerely,



Mark Culver