

William A. Whittle

1637 Yorkshire Trail
Lakeland, Florida 33809

August 10, 2009

Mr. Robert Binns
Robert Binns Roofing, Inc.
3966 Berkley Road
Auburndale, Florida 33823

Re: Installation of Standing Seam Metal Roof

Dear Mr. Binns:

Jan and I both want thank you and your staff for the exceptional work recently completed on our home. As you know, we sought estimates from several vendors, including one of the largest companies in Central Florida. We certainly made the right decision in selecting your company!

From our first meeting to discuss replacing our roof, through the estimate and contract process, all the way through job completion, your company's performance was flawlessly professional and customer-oriented. Your own personal involvement, attention to detail, and willingness to work with us made the process a pleasure for us and produced an outstanding job. We particularly appreciate the time you spent educating us on the various options available in metal roofing and your advice regarding which systems would work best for us and best compliment our home.

The craftsmen on this job were outstanding in every way. Each proved to be highly skilled and highly motivated to produce a quality product. They worked together like a well oiled machine and made a very demanding job look almost effortless. Importantly, they kept us informed so we always knew what to expect. We have never seen a crew work with such obvious concern for the customer as well as the job. The job site was always organized, minimally disruptive to our activities, and spotlessly clean at the end of each day.

In summary, we are extremely happy with the new roof's appearance, quality of materials and workmanship. We truly enjoyed dealing with you and your employees throughout. And, I would be remiss if I failed to specifically thank Melissa for her frequent help on the administrative side.

Please feel free to use us a reference.

With all best wishes,



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