

Martina Allum
8007 SW 185th Street
Cutler Bay, Fl. 33157
305 431 7801

April 6th, 2010

To
Roche Roofing
Att: Orlando

Re: Installation of Metal Roof

Dear Orlando,

I am writing you in appreciation of the job that was done by your company when installing my brand new metal roof. As you know I contacted more than 10 roofing companies prior to making a decision on who would be installing my new roof, as I have been living in Miami Dade county from almost 30 years and have had ample experience with non reliable, dishonest "fly by night" contractors. Therefore I was very cautious to select the right company as getting a new roof is a large investment- at least for me -.

Needless to say that I am absolutely delighted with the choice I made with Roche Roofing and especially you as my customer relationship manager. You went out of your way to explain the various roof options I had, pointed out the differences in the material and the type of warranties and guided me through the process with patience and understanding. Everything you said your company would do, you did. You cleaned up behind yourselves every day without leaving the smallest debris anywhere. You were careful in the backyard where my dogs are running and pulled all nails manually rather than mechanically, so they would not fly into the backyard and heard my doggies. You sent me daily pictures of the roofing progress and advised of any problems you encountered and took care of them. You began the job on time and finished it on time without the slightest inconvenience to me, if I would not have seen the roof change, I would not even know your company was working on it. The final results are a beautiful new roof, professionally installed that has been admired by all my neighbors and friends. I am a very happy new roof owner!!

All in all a very pleasant experience and I am pleased I chose Roche Roofing and will highly recommend you to all my friends and acquaintances.

Sincerely

Martina Allum