

Wendy and Wayne Brown
8501 SW 184 Terrace
Cutler Bay, FL 33157
June 9, 2010

Faustino Roche, President
Roche Roofing, Inc.
995 SW 69 Avenue
Miami, FL 33144

Dear Mr. Roche:

I would like to take a moment to let you know that my husband, Edward (Wayne), and I are extremely happy and satisfied with the work your company did in re-roofing our house.

I did a lot of research reading numerous reviews from websites like Angie's List before I called any companies to get an estimate and narrowed it down to 3 companies. Not only was Roche the most cost effective, but you were the only company that had a "roofing system", backed by GAF, which I really liked.

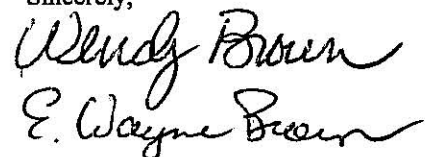
Even though you were the most cost effective, there is one other HUGE reason we choose your company and that is your sales representative, Ephraim Selles. We were incredibly impressed with his thoroughness and efficiency, not to mention his pleasant disposition. It is so refreshing to meet someone that knows his business, but can laugh with you and listens to what you have to say. He never let us down in answering our questions, addressing our concerns, and getting back to us in a timely manner. He made sure we were satisfied in every aspect and we were. To the very end, he was professional and yet easy to talk to when we met to discuss any details. Today, he came by to collect the final payment and again provided everything we requested in paperwork we needed for our tax rebate and insurance verification. I just can't express what a great asset he is to your company!

As to the actual work, WOW - I was really impressed. The work progressed exactly as Ephraim explained that it would. A crew of about 6 were here on the first day to tear off the existing roof. Since we were in the start of our rainy season I was concerned about the rain, but they worked fast and efficient and had the entire peaked roof covered with the felt paper by the end of the day. The flat roof was started the next day and it started to rain a bit in the early afternoon. Immediately, they started covering the roof with the blue plastic. Luckily, it was just a passing shower and they resumed work. That was impressive to me because I read horror stories about other companies that did not do that and caused ceiling damage. The work continued on schedule with small breaks for inspections and finished on time by the 8th work day just as Ephraim said it would. I think that is pretty amazing considering rain and inspections.

Another thing we liked was the quality of the workmanship and the daily cleanup for nails, wood, etc. We still found some nails, some tins, and small pieces of wood, shingle and felt paper, but I think that is normal and they were in areas that are not traveled as much like around plants and the garden areas. I also liked advice regarding our flat roof. Ephraim explained it would be best to add the plywood so the nails wouldn't go through and also to avoid splitting the existing wood. We declined and he suggested we decide at the time the flat roof was being done so we could see a sample area. In the end, we took his advice and added the plywood. This was also decided based on the advice and information provided by Robert, Project Manager. I would also like to compliment him on his work. I could tell he was busy with other projects as well, but if I had a concern that required his attention, he either stopped by the house or called me back if he wasn't available to answer my call. All of your employees were very hard working and professional. One in particular and I apologize for not knowing his name, was especially helpful in answering some general questions I had while the work was being done and relaying requests to me since he was (essentially) bi-lingual.

There were many other aspects of the job that impressed me, but I think you get the general idea that we were very happy that we chose your company to re-roof our home and would not hesitate to recommend you to our neighbors or anyone else. I will also be posting a positive review on Angie's List.

Sincerely,



Wendy and Wayne Brown