

5233 Southampton Dr.
Springfield, VA 22151
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Mr. Paul Lynch
General Manager
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21 Arnold St.
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Mr. Lynch:

I am writing to you to thank you for your recent thoughtfulness and kindness in providing me a GAF Instruction booklet and guidance to my questions on installing shingles and flashing.

As you may recall approximately four weeks ago you were driving down Emerson Rd. in Natick on a call from a homeowner who wanted you to verify that the ridge of his home had been correctly prepared by your crew for installation of a ridge vent. As you passed 18 Emerson Rd. you noticed me on the roof installing shingles. You stopped your pickup and said, "You are doing it right. Looks like you are doing a good job from here."

When I noticed the slogan on the side of your pickup that reads "Three Generations of Roofers Since 1932" I knew you were someone who knew roofing. Plus, you just might be willing to provide me with some professional guidance regarding roofing and flashing a chimney. Much to my surprise in response to my questions regarding flashing you reached inside your pickup and pulled out the GAF Instruction booklet.

I was also most impressed when you told me the measurements of the chimney while standing in the street. I had earlier measured the chimney and you were exact to the inch!

As you know, the GAF Instruction booklet provides the guidance I needed for flashing and a template with measurements for preparing the lead flashing for my type of chimney. Needless to say this information was invaluable to me. I flashed the chimney without any problems.