

WILLIAM M. BURKE

77 Traveler Lane

Marshfield, Massachusetts 02050

(H) 781 834-6021

E-Mail: wburke77@adelphia.net

August 2, 2004

Associate Roofing
21 Arnold St.
Braintree, MA 02184

Attn: Mr. Michael Lynch

RE: 77 Traveler Lane, Marshfield, MA

Dear Mr. Lynch:

We recently had roofing and siding work done by your company on our home. The project got off on the wrong foot. We had problems recently with several contractors doing work on our home and figured "here we go again". Your field supervisor Jeff Saunders showed up on the job and really turned the project from a negative to a positive. He was especially responsive to my wife's requests which I am sure would have been scoffed at by most contractors but Jeff listened and responded quickly and positively.

At the end of the job we made a request for one aspect of the job to be checked out. A crew was dispatched to make the adjustments. A language barrier caused a miscommunication but Jeff came out to check on the job and made the adjustments himself and explained to my wife what he was doing and why. Jeff should be commended for his customer service skills and for making the project a positive one. You can be sure that we will pass the word along to neighbors and friends.

Thanks for a positive experience.

Sincerely,



William M. Burke