

168 Lake View Avenue
Cambridge MA 02138
March 21, 2002

Associate Roofing
21 Arnold Street
Braintree MA 02184

To Whom It May Concern:

I'm writing this letter of appreciation in the hope that you might share it with potential customers. I had a new shingle roof put on my house in February. I was pleased with every aspect of the work.

When Paul Lynch came over to look at the job, he climbed his ladder and really looked at the existing roof. The two large solar collectors positioned on a narrow segment of the roof didn't faze him a bit. He offered me a wide range of choices of shingles, carefully explained the work and answered my questions and got back to me promptly with a formal estimate. They began the job when they promised and finished it when they predicted they would.

The crew that did the work was cheerful, careful of my gardens, quiet (they didn't play a radio, even though I wouldn't have minded), respectful of my nearby neighbors' property and thorough in cleaning up every day.

Three weeks after the work, I noticed a problem with a gutter – only partially related to the roof job. Paul Lynch came over within days of my call and repaired it.

A roof job is expensive and a little mysterious, being high up and not easy to see yourself. I came to develop confidence in Paul and the Associate Roofing crew. I'm glad they did the work and strongly recommend them to anyone who needs roof work done.

Sincerely,


Cathy Ryerson