

5 Audubon Drive
Chestnut Hill, MA 02467

May 31, 2002

Mr. Paul Lynch, General Manager
Associate Roofing Inc.
21 Arnold Street
Braintree, MA 02184

Dear Paul:

Congratulations and thank you for an excellent job! We couldn't be more pleased with the Carlisle EPDM rubber membrane and polyisocyanurate tapered insulation system that *Associate Roofing* installed on our home.

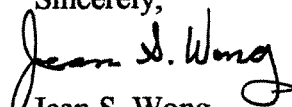
Our job involved tearing off the existing membrane and tar and gravel down to the roof deck, replacing new shingles on a small section of hip roof, new gutters and downspouts and carpentry work for sections of rotted fascia boards, deteriorated wood deck and soffit.

From past experience, we learned not to choose a roofer based on pricing alone. After one bad experience, we didn't want to make the same mistake again with our home. We wanted a good company and quality workmanship primary to cost. After substantial research and interviews, we selected *Associate Roofing* for your integrity, longevity, expertise, Carlisle certification and overall professionalism. We got all that with *Associate Roofing* and we felt the cost for our new roof was both competitive and fair.

Our job started right on schedule and you stayed with the job until the work was completed. All debris was removed.

I was quite impressed with the personal attention, crew and coordination that went into just starting our job. Crew, equipment and material all arrived on the designated date and time. From initial contact to the completion in May 2002, it was evident that you and your entire crew are professionals who take great pride in their work. Our experience with you has been nothing but positive and you were successful in delivering quality workmanship and customer satisfaction.

It was a pleasure doing business with you and I would strongly recommend *Associate Roofing* without any reservation. I wish your company continued success.

Sincerely,

Jean S. Wong