

333 Perkins Street
PO Box 46
Boston, MA 02130

June 20, 2001

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

Dear Paul:

We thank Associate Roofing for installing our new roof. It already passed the stringent test of a violent rainstorm, this past Sunday.

Paul, you were our first impression of Associate Roofing. We appreciate that you took the time to work out specs with us, and to address our concerns about skylight contours and special metal for the trim. Associate Roofing's bid was competitive; however, the big factor in choosing Associate was your good attitude, professionalism, and ability to address our concerns. You clearly showed your interest in doing the work and effectively articulated why your company was our best choice.

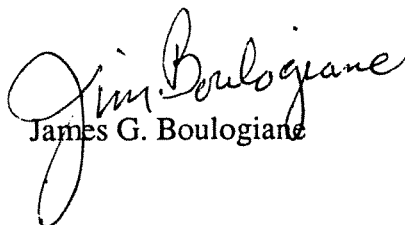
Each person in your organization with whom we had contact was a courteous professional. Ed did a wonderful job of coordination and was very responsive to our need to get the job done on schedule. Andrew checked on things before the work began.


John and the crew did a great job. John effectively assessed problems and told us about them so that we might approve the extra work to correct them. This action will contribute to the roof's long-term integrity. We thank him for doing the esthetic metal work properly. John is a good supervisor and team leader.

The workers who put on the roof worked harmoniously and efficiently. They picked up every evening and at completion, and were very considerate. Each person worked hard and focused on doing his best. If everyone who works on the Big Dig were to work as hard and as smart as Associate's people that roadway could have been completed two years ago at a much lower cost.

We recommend Associate Roofing without reservation. The company delivers a quality job for a competitive price, with maximum consideration for and minimal stress to the owners. Your own people and your suppliers and their technical reps were totally responsive to our questions and special requirements.

Thank you. We wish you good health and continued success.


James G. Boulogiane


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