

65 Monroe Court
Novato, CA 94947

August 28,2008

Steel Roofing Systems
112 Commercial Ct., Suite 25
Santa Rosa, CA 94507

Dear Bob:

First of all, we want you to know just how happy we are that we decided to have a steel tile roof installed by your company.. We think that it is better looking than the wood shake that it replaced or any of the composition roofs that we have seen. The color (charcoal) and the lines of the new roof certainly compliment the looks of our home- it stands out even more as one of the prettiest in the neighborhood. A glowing description of the new look is hardly news to you, but we also wanted you to know other reasons we appreciate the job and your company.

- 1) When we first contacted your office by phone, you responded and promptly made an appointment to review our project. You kept this appointment (even arriving a little early), listened to our wants, described the pros and cons of steel roofs, measured our job, and then gave us an estimate while you were here. Unbelievable!
No waiting.
2. Your estimate was very competitive even though you were bidding against several other roofing companies using different materials and the starting and completion dates were exactly the time period that we wanted. Your handling of the building permits relieved us of a tedious task and was greatly appreciated.
3. The work crew showed up at the designated date and time. After they introduced themselves, they unloaded tools, ladders, etc. and went right to work. Each man seemed to know exactly what his job was and began doing it. There was no unnecessary or loud chatter or other noises during the work periods.
4. Old shingles and re-roofing debris were promptly cleared from the decks, walks, yards, and driveway enabling us to use our yard throughout the project with out worrying about stepping on nails, etc.
5. Supplies, tools, and other materials for the project were either brought by the workmen at the start of the job or delivered to the site as scheduled and placed in areas that allowed us full use of walks and driveways. All excess material and equipment was removed from the site at the completion of the job.

We want to emphasize again how pleased we are with the workmen and the job that they did. Very professional.

Incidentally, it is HOT here today and the roof surface is above 110 degrees, yet our attic exhaust fan which is programmed to clear the attic at 95 degrees has not turned on as yet. this seems to be a good example of the insulating ability of a steel roof applied over existing wood shakes.

Good job. Thank you. Martin and Sandra Karlovic