

July 9, 2007

Harley Anderson  
Versatile Home Improvement  
11805 NE 116<sup>th</sup> Street  
Kirkland, WA 98034

Dear Mr. Anderson,

My husband Aaron and I wanted to write you and let you know how pleased we are with our new roof and patio covers. When we were getting bids from roofing contractors, your salesman, George Spengler, was the most informative, pleasant to work with, and responsive person we dealt with. He was also the only salesperson who was willing to work with us on our desires to go solar. (Other companies actively discouraged us.) He not only connected someone technical on your end with our solar installer, but had a “can do” attitude about the whole process. He also helped determine that we did not need to remove our existing roof, thereby saving us a large amount of money and a huge mess.

Our main desire was to increase the energy efficiency of our home. The insulation and IB Systems roof Versatile installed are absolutely wonderful. Our home is noticeably cooler and our energy costs have decreased. The foreman, Renato Romero, and his crew were efficient, polite, clean, and communicative. Renato is clearly top-notch in a business for which we know it is hard to find and retain talent.

We were also pleased by Versatile’s response when things didn’t go the way we expected with the material and workmanship on our patio covers. George Spengler and Bud Stewart put out extra effort to make sure the reinstallation was done right. Matt Knowlton and his crew did a great job on the replacement patio covers.

Furthermore, George let us know that IB Systems is now making solar panels, which may save us a huge amount of money and provide the best solar system for our roof. We look forward to having our solar IB panels installed as soon as IB figures out its pricing.

We will definitely refer anyone we know who is looking for roofing to George and Versatile. Thanks for making what is commonly a tough job pleasant and straightforward.

Sincerely,

Elise Gruber & Aaron Campbell  
Seattle, WA