

Versatile Roofing & Siding  
11805 NE 116<sup>th</sup> St  
Kirkland, WA 98034

Mar 30, 2006

Dear Sirs;

I am writing to say how pleased I am with our new roof and skylights purchased from and installed by your company.

I was in the process of soliciting bids for a replacement roof when a friend suggested that I also replace my skylights at the same time. I had previously read that Velux was an excellent brand and called Pacific NW Skylights to learn about them. I reached Mr. Todd Brown and he explained that because it was 3:30 pm on a Saturday, the showroom was closed but that if we wanted to learn about Velux, he would be happy to open the office and answer my questions. My wife and I went over (we live close-by) and Todd was very helpful; he knew his product and thoroughly answered all my questions. When we indicated that we were also contemplating roof replacement, he gave us Mr. Randy Moore's card. Because of my positive experience with Todd, I called Randy and set up an appointment. He arrived on time, went up on the roof to evaluate the job and set an appointment for the next day to present his bid. Because we have never had a roof replaced before, and the job is a complex and expensive one, I wanted to increase my comfort level by learning as much about the job and how Versatile proposed to do it as possible. Randy was with my wife and me for nearly 2 hours carefully answering all of my in-depth questions. He also displayed a great deal of product knowledge. Randy left us with a detailed bid and a list of previous customers.

As part of the selection process we conducted, I called several previous Versatile roofing customers. They were uniformly positive and 3 recommended a crew chief named Mr. Rone Rezende. After considering 3 other bids, we selected Versatile Roofing and requested Rone. Two days before the roofing started, Mark provided an especially helpful of what to expect and how to prepare for the new roof.

We were not disappointed. Mr. Rezende and his 2-man crew did a great job of removing the old shake roof, installing plywood sheathing, covering the roof with felt and membrane and installing the new Presidential asphalt shingles. They were professionals. They arrived on time (by 8 am), worked efficiently and hard (once until 6:30pm) and carefully cleaned up debris daily, Rone spent extra time ensuring that complex areas of our roof were properly done to preclude leaking including the installation of special membrane, flashing, channel vents and bathroom vents. They were careful, courteous and clearly knew their jobs. They were roofing craftsmen!!

When the new skylights arrived from the factory about 10 days after the roof was completed, they were also installed in a professional manner. They were cleaned, installed and re-cleaned. Additionally, they explained how to work the manually opening skylight.

Buying a roof is a complex and expensive experience and I've heard lots of horror stories. My experience with Versatile Roofing was 100% positive. I would not hesitate to recommend your Company. Thank you for a professional job well done.

Rick and Linda Thomas  
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