

MR. BUDDY ROGERS

FEBRUARY 21, 2004

ROGERS ROOFING

2142 STONE CREEK LOOP SOUTH

LINCOLN, NEBRASKA 68512

DEAR BUDDY:

MY WIFE AND I WANT TO THANK YOU FOR THE HELP YOU GAVE US IN OUR "TIME OF NEED."

DUE TO THE VERY HEAVY SNOWFALL LINCOLN RECEIVED, PLUS THE FREEZING TEMPERATURES, THE ROOF OF OUR HOME DEVELOPED A NUMBER OF LEAKS. ONE WAS IN THE KITCHEN AND SEVERAL IN OUR FINISHED PATIO ROOM. I SEARCHED THE TELEPHONE DIRECTORY AND SAW YOUR AD. A QUICK CALL WAS MADE TO YOUR COMPANY NUMBER, LEAVING A MESSAGE FOR YOU TO CONTACT ME AS SOON AS POSSIBLE. WE WERE MOST PLEASED TO RECEIVE A CALL FROM YOU, A FEW MINUTES LATER, SINCE OUR NEIGHBORS AND HOMES ALL OVER LINCOLN WERE HAVING SIMILAR PROBLEMS. WITHIN THE HOUR, YOU AND YOUR CREW ARRIVED AT OUR HOME. AFTER AN EXAMINATION OF OUR PROBLEM, YOUR CREW WAS ON THE ROOF, SHOVELING THE HEAVY SNOW OFF OF THE ENTIRE ROOF.


THIS SOLVED OUR IMMEDIATE PROBLEM, HOWEVER, IT WAS

DISCOVERED THE ROOFING BOARDS ON THE PATIO ROOF WERE ROTTING, MAKING IT WEAK.

WITH ADDITIONAL SNOWFALL IN THE FORECAST, I ASK FOR AN ESTIMATE FOR YOUR COMPANY TO MAKE THE NECESSARY REPAIRS. I ACTUALLY THOUGHT IT WOULD BE SPRING BEFORE YOU COULD DO THE JOB. HOWEVER, YOU SAID YOU WOULD CHECK YOUR SCHEDULE TO SEE WHAT COULD BE DONE.

THE VERY NEXT MORNING, YOU AND A WORK CREW ARRIVED AT OUR HOUSE AT 8AM. BY 3:30 PM, THE ROOF WAS COMPLETELY REPLACED. THE MESS FROM THE REMOVAL OF THE OLD ROOF WAS CLEANED UP AND LOADED ON YOUR TRUCK TO BE HAULED AWAY.

MY WIFE AND I BOTH WANT TO THANK YOU AND YOUR VERY ABLE EMPLOYEES FOR THE VERY EXCELLENT JOB, "WELL DONE!"

SINCERELY YOURS  
  
ROBERT K. FENSLER, SR.

488-6036