

**Kevin R. Fennell**  
2800 Meriville Court  
Bowie, Maryland 20716  
410-326-1111

December 21, 2009

Mr. Kevin Kimble, Manager  
Area Roofing and Siding  
5800 Woodcliff Road, Suite 102  
Bowie, Maryland 20720

Dear Mr. Kimble:

The purpose of this letter is to bring to your attention how impressed I am with your company, and particularly one of your representatives, Mr. Josh Ralls. I contracted with Area Roofing and Siding in mid-November to replace the roof on my townhouse, and from beginning to end the experience was nothing like the major headache I had thought it would be.

Mr. Ralls was extremely knowledgeable and easy to talk to, especially considering that I knew so little about the whole roofing process that I wasn't even sure of the right questions to ask. He explained everything thoroughly, patiently, and with a very pleasant and helpful attitude. There have been other occasions when I needed home repairs and was made to feel like my little townhouse was more of a bother than it was worth, that "no job too small" was not entirely sincere. That was definitely not the case with Mr. Ralls. He really is a wonderful representative of your company.

I had made arrangements for another company to come out for an estimate, and the quoted prices were pretty close. I chose your company mainly because I was so impressed with Mr. Ralls, and thought that if everyone associated with Area Roofing and Siding was of the same high caliber, my little house was in very good hands.

Additionally, I was very pleasantly surprised that one of your crews showed up earlier than estimated and completed the work very neatly and efficiently. Since I never saw them I can't really say more about them, but my new roof is perfect and that says a lot. I will enthusiastically recommend Area Roofing and Siding to anyone and everyone I know.

Please convey to Mr. Ralls my appreciation for his professionalism. Thank you for your time.

Sincerely,



Kevin R. Fennell