

David DiGiorgi  
President  
33 Lancaster Dr.  
P.O.Box 126  
Beacon Falls, CT 06403

Sunday, December 1, 2013

Dear David,

Every manager appreciates feedback!

On Wednesday past it was raining and we observed a leak from the skylight on our roof (you folks had re-roofed our house this past summer) and we called your firm asking for someone to come and look at the problem. Thanksgiving holiday was upon us and we did not expect a prompt response. However, within an hour you were on the phone inquiring and soon afterwards Ray Wriggly came to investigate. He determined the leak was temporarily contained and a fix could be made on Friday. However before leaving Ray noticed two problems (not DiGiorgi's fault) and immediately started to fix them:

- An awning had fallen in the recent winds and I could not fix it myself. Ray quickly used a ladder and taking 15 minutes repaired it and made us ever so happy.
- But then he noticed some flashings on our garage doors needed repair. With his nifty hammer Ray took the time to nail 6 aluminum flashings so that they would never again require attention. All this while getting soaked in the rain!

Ray returned on Friday and made appropriate repairs to the leak in the roof flashing. On both occasions he was extremely courteous, efficient, and caring. He clearly went the extra mile to give satisfaction. Consequently we continue to be extremely impressed with the employees and service provided by your firm.

Thank you and Ray for such professional and cheerful work.

Sincerely,



Dr. James C. Miller  
36 Sagamore Road  
Shelton CT 06484