

July 8, 2003

Jancewicz & Son
6 Morgan Street
Bellows Falls, VT 05101

Dear Brad and Company,

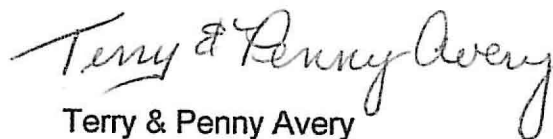
Our project was completed last week and we are delighted with the results. We have had many compliments on the "new" house and we love the slate blue roof with the arctic blend siding. Now that hot weather has arrived, it is quite obvious the house is staying cooler and we're certain we'll see a big difference in the cold weather as well. The new bay window is big and beautiful, and bird watching is much more enjoyable through crystal clear windows!

When you met with us in January and spent five hours with us going over every detail of the roofing, windows and siding work, we knew we had chosen the right company. You gave us all the information we needed to make decisions, never pushing us in any way. When you explained how professional and courteous your workers are, we must admit we thought we would have to see it to believe it—and we did! From Mike and his roofing crew to Dave, Steve and Ed doing the windows and siding, we saw professionalism and quality work at its best.

Dave and Steve worked so well together, replacing all but one of the windows in one day—impressive. Steve was just as patient with us, answering all of our many questions, as he was with new crew members—teaching them the importance of quality work. And Steve had his work cut out for him as he worked in a house where nothing was square. He was meticulous about every aspect of the job, never accepting anything less than perfect. That kind of work ethic is what you promised and we truly appreciate it.

We will send some before and after pictures as soon as they are developed. It is hard to believe it's even the same house. Our thanks to everyone at Jancewicz & Son who worked on our project from beginning to completion. It's great to know there are still companies who stand behind every promise they make.

Sincerely,


Terry & Penny Avery