

October 31, 2002

B & J Contractors
Attention: Bonnie Conant
2689 McCollum Parkway
Kennesaw, Georgia 30144

Dear Bonnie,

I would just like to say what a refreshing PLEASURE it was to work with your company! I am left with the feeling that if there should ever be a problem (which I don't anticipate), you would be right there to correct it.

From the very beginning, Ralph Roeger gave a very professional estimate and presentation. He suggested various solutions for my particular roofing problems. He was also very responsive anytime I called him requesting more information on the bid. I really got an education about roofs and their components.

The materials and whole roofing job were delivered in a timely matter and the crew headed by Fernando Cerda was extremely competent and polite. They were so nice, that it was a pleasure to have them working on my house. They exhausted me watching them work. The clean up was thorough and the only damage to landscape materials was minimal due to tarps being put on them. They will spring right back. The use of tarps was superb. The tarps were spread everywhere to catch any debris falling from the roof.

Sandy Kuhlemann was absolutely fantastic at overseeing the whole project. She kept me informed every step of the way and answered any questions I might have concerning the project or it's progress. The work had to be accomplished around inclement weather so this was no easy task. I felt she really cared about my roof job and was there to make sure the job was done to her particular high standards.

My roof looks absolutely fantastic! I am so pleased with the results and the way it looks! My neighbors keep walking by sneaking peaks. I feel I am the envy of the neighborhood. I have recommended your company to a couple of my neighbors already and would be pleased to give your company the highest references possible.

Thank you again for a SUPERB job,



Susan Woodward