

Tops Roofing
481 N. Service Road West
Oakville L6M 2V6

October 9, 2006

Dear Brian,

Thanksgiving is a perfect day to express our gratitude for the superb roof renovation on our home.

Our good impressions of Tops Roofing began when we met Anthony Nield, who was very knowledgeable about all aspects of roofing, a subject most homeowners take for granted and rarely consider (ourselves included). Anthony gave us an in-depth education to counteract our ignorance, and answered all our questions thoroughly and patiently. Even though he mentioned he had only recently joined Tops, we felt comfortable with his extensive practical experience in roofing, and knew that he was an honest reliable guide for us in an unfamiliar field.

We were equally impressed with the capable members of the crew who performed their various functions on the job with great skill and pride-of-workmanship. From the moment Ken knocked on our front door, the team was springing into action preparing the surroundings. We were very grateful that our trees and shrubbery were so thoughtfully protected, and it was obvious throughout the day-and-a half that these serious workers bring focused energy and absolute attentiveness to the job.

We are also very grateful, Brian, that you took the time to visit the site and perform the ultra-important installation around our skylights, which are obviously demanding areas requiring meticulous precision. Thank you for directly attending to that crucial detail so professionally. It was very reassuring to see the company *owner* take a hands-on interest in the job.

Some items we observed:

Lloyd is a *perfectionist*, and that was evident when he refined some 'unnoticeable' details, about which *he* obviously cared! We enjoyed Todd pointing out his 'signature' finishing of the ridge venting: a nice touch and a fun surprise! Ray reinforced our choice of shingle by his positive comments on the high quality of this new IKO product, and he as well as other team members mentioned its relative ease-of-handling. Cleanup was efficient, careful and thorough: an obvious relief to any homeowner. To summarize: conscientious workers who 'go-the-extra'!

Although it is very rough and potentially dangerous work, we were very relieved to see that the crew handled our home with sensitivity and respect. The worries about feeling temporarily 'invaded' in one's home, soon vanished for us when we saw how well your employees conducted themselves and their respective duties.

Thank you for your dedication to excellence which has made Tops Roofing the success it is: you made a 'dreaded' renovation a welcomed finished project, and we feel lucky to have discovered that solid work ethics still exist. Brian, our gratitude to your staff members and crew will last at least 50 years: we promise to enthusiastically recommend Tops to *anyone* inquiring about roofing!

Sincerely,
Elizabeth and Enzo Chiminelli

P.S. Thanks to Wanda for her patience during the rainy season, and we will all rejoice in the present sunny weather!