



July 8, 2024

Brandon,

I can't thank you enough for your service today. When I emailed you about our leaky roof, you didn't have to come the next business day, but you did. You also didn't have to climb onto the roof and take photos of the potential culprits to show us, but you did. I love the fact that you take pictures of everything you see and the work you do, by the way! You really took your time explaining what was wrong to ensure that we understood. I had no idea roofing was so nuanced!

As you were about to leave, the general contractor who built the porch five years ago – where said leak was located – happened to pull up. He happens to be wrapping up a project at our neighbor's house. You stayed even longer to discuss the situation and politely offer your professional opinion – even getting back up on the roof with him! Once again, that's something you didn't have to do.

We're now in the process of negotiating a remedy with our general contractor. I have no idea if this will be successful. If it's not, we will hire you to do the repairs without hesitation. I appreciate you and your expertise!

A handwritten signature in cursive script that reads "Gina".

Gina Hill  
Travel Advisor