



January 16, 2024

Dear Brandon,

When I purchased my home in 2008 it came with a brand new roof. After the 1st rain I immediately identified a roof leak. I contacted the roofing company and all they did was look at it and give me excuses. The roof leak was mildly evident from staining that was happening to my laundry room ceiling and it continued to worsen into a 6 inch hole that I used a pot to catch the rain in. Sadly, I allowed this to happen for 16 years. Why would I have allowed this to happen over such a long period of time? Over the years I've had numerous different contractors in my home. Between Carpenters, Painters, HVAC technicians, and New Carpet installation, no one has ever completed anything without creating more problems than they solved. I've since learned how to do all remodeling and home repairs myself, EXCEPT ROOFING.

When Clay Jeffreys referred you to me I was hopeful, but skeptical... and my skepticism clearly wasn't your fault... I have VALID CONTRACTOR TRUST ISSUES and PTSD.

When I called you I was ready to get the roof repaired and you showed up at my home within the hour and performed a proper roof inspection. After completing the inspection and clearly explaining the situation and the repair process there wasn't enough daylight remaining to complete the repair, but you inspired confidence that you would get it done the following day... and that was the right decision.

You may not have been prepared for me to climb on the roof and witness the repair process, but yeah...that happened! The repair was completed exactly in the manner you described and even better, you identified a perfect match to the shingle color. Additionally, the number one thing that tells me if someone has both skill and the capacity to provide a high level of customer service can easily be identified in HOW they clean up the mess during and after the completion of work. As you were removing old shingle nails I watched you put each individual nail in your pocket. In that moment I knew I could trust you 100%, and I will be excited to provide a genuine testimonial and recommendation to anyone that has a use for a ROOFING EXPERT. Even better, the following week there was a hard down-pouring rain, I promptly inspected my attic and verified that the roof leak was repaired. Thanks for getting the ROOFING DONE RIGHT and being the FIRST AND ONLY JOB WELL DONE on my home in 16 years.

Respectfully,

Jamie McDonald
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