

Pickett Place  
New Albany, OH 43054  
April 13, 2017

Dear Joe:

Just wanted to thank you for sending your repair team to our home so quickly after I reminded you to put us on your schedule.

Jonathan was most courteous and professional. Per your call, I was ready for him at 5:30. He called at 6:45 to say he was wrapping up his previous job and would be at our place in 20 minutes or so. He didn't arrive till 7:40 but was appreciative of our waiting. He removed his shoes before walking through the house. He offered to vacuum the insulation that flew out of the crawlspace when he closed the closet access ceiling cap. He thoroughly explained what he and his partner did and showed me pictures of the damaged areas needing sealed.

He had such a nice smile and was respectful and represented the Schuer Roofing Company well. I did not interact with his partner; but they were efficient and worked well together assessing and fixing.

He confirmed the location of the area needing attention when he checked out the crawl space after they did the outside repair. The price was fair and we are loyal customers.

Just wanted you to know that you are our guy and we hope that one of these days there will be documented hail in New Albany so we can get a new improved roof. We have dumped Chubb as our home insurer and switched to Nationwide after the fiasco with Attorney Whetstone who represented you and us admirably.

In the meantime, we will keep an eye on the second floor ceilings and hope that the repairs hold up.

Best regards,



Marian Leuby