

Golden Lakes Village  
Condominium Association "A", Inc.

1700 Golden Lakes Boulevard  
West Palm Beach, FL 33411  
561-689-2142, Fax 561-478-2146

September 13, 2012

Mr. Michael Jacobazzi  
Roofing Concepts Unlimited  
11820 NW 41<sup>st</sup> Street  
Coral Springs, Fl. 33065

Dear Mike,

I wanted to take a minute to let you know that roof replacement projects are never easy and when a Manager comes into the project at the mid way point, it becomes even more cumbersome.

My educational transition into the project, buildings being done, products being used, manner of work flow, was tremendously eased by the support efforts of Anthony, who took the time to respond to what must have initially seems to be sophomoric questions. Added to that was Mike giving me weekly, if not daily updates at my office lowering my learning curve to the point where I was fully appraised as to what was being done and the pertaining facts.

While the project staff was constantly staying in contact and keeping me aware, Cherie in the office was and continues to be a great resource in working on billing issues and all project related general questions. She always has a pleasant and friendly disposition and goes out of her way to provide excellent Customer Service. The speed and effectiveness of her replies never leaves the customer waiting for information to make a decision.

We also have the pleasure of using Roof Doctor for repair issues on our older roofs. Our method of communications with Lizz eliminates any problems and based on her efforts of communicating back to my staff and scheduling her staff has been a great help in reducing homeowner complaints.

Lastly, and perhaps most visible to our community is the quality of work being done by all technicians dispatched to our site, both RCU and RD. We are sure the quality of work will be borne out by eliminating service calls for years to come, and it is noticed on a daily basis that the crew takes time to not only clean up their tools, they also police the area for screws, nails and a general cleanup.

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As a result of the executive, project, office and technician staff, Golden Lakes is extremely satisfied with their choice of Roofing Concepts and Roof Doctors to be their roofing contractor and looks forward to a long lasting relationship for future replacement and repairs.

Sincerely,

A handwritten signature in dark ink, appearing to read "Lennie Plazure", with a long horizontal flourish extending to the right.

Lennie Plazure, LCAM, For the Board of Directors  
Golden Lakes Village Association A

LP/ms