

Whitman Dr.
Red Bank, N.J. 07701
March 8, 2003

Dear Jason,

We would like you to know that we are very pleased with our new sunroom, and especially with the follow-up service we received. Initially we had a serious leaking problem, but Rosario and his men returned several times until the roof was fixed. The room has been dry since January.

Sean and his masonry team worked efficiently and skillfully on our cement floor. Unfortunately, the sub-freezing temperatures hampered the proper forming of our two outside slabs, which we know will be repoured in the spring (hopefully April).

Also, I feel compelled to mention that we were a little anxious about our roof collapsing under the weight of 2 feet of snow, given the articles in the newspaper. However, now we are confident in the strength and construction of our walls and roof, so we won't worry about future storms.

We do have one small request: Our house shingles were replaced, at the completion of the last roof repair, and they are very uneven and cracked. Please ask Rosario to return to fix the 5 shingles.

We commend you and your office staff as well, for your responsiveness to our phone calls. Because of the workmanship, professional service and courtesy of you and all your employees, we would not hesitate to recommend Tri-State Building Specialties to our friends and neighbors. Thank you.

Enclosed is our \$100 payment due.

Sincerely,

Colleen and Dave Muldowney