

77 Stanton Lane
Grosse Pointe Farms, MI 48236
June 29, 2005

Mr. Roger McCalley
R.A.M. Residential Specialists, Inc.
46862 Dequindre Road
Utica, MI 48317

Dear Roger:

We recently had a new roof and eaves installed by your company. Due to extenuating circumstances like weather, absenteeism, and lack of leadership by the crew chief, we realize that our job experience wasn't up to R.A. M.'s usual high standards.

However, there was a big ray of sunshine in the outstanding performance of Rick Medynski. His knowledge of the job to be done, his presentation of it, and his follow through were bright spots in an otherwise disappointing and lengthy experience. Rick is truly exceptional and a great asset to your company.

We also do want to compliment Luke and Carl—through the two weeks it took to complete our job, they were on the job each day. They were respectful, hard working and very cooperative. They, along with Rick, made our situation tolerable.

We know, from experience, that running a business isn't easy. We wish you only the best.

Sincerely,



Mary Leonard