

October 5, 2008

To: BILLYS ROOFING
KENNETH MILLS
33710 PLYMOUTH ROAD
LIVONIA, MI 48150

From: Danny W Young
5470 Sunnycrest Drive
West Bloomfield, MI 48323

Re: 1925 East Hudson, Royal Oak, MI 48323

Dear Ken:

On Sunday, September 14, 2008, I emailed you to let you know there was a major leak in the living room. This is a home belonging to my sister, brother and I. You roofed this home earlier this year. This was my Mother's home which my son rents now. There had been a lot of rain and wind all that weekend. Your secretary contacted me on Monday to set up an appointment that day however I could not be there. We were able to make it for Tuesday.

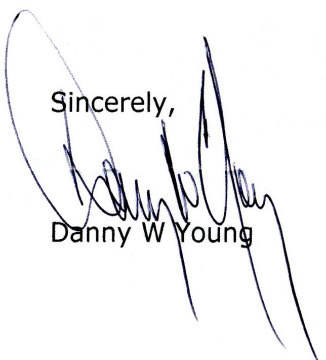
Matt came out right on time and got his ladder out of his truck to do a roof inspection. I told him it appeared to be around the chimney. As I was looking up at the chimney my eyes went to the top where I could see the chimney cap stone had moved to the point it could fall. I told Matt he didn't even need to go on the roof and pointed out the issue with the chimney.

I apologized to Matt and want to apologize to you for sending you on a wild goose chase. I would have never called if I had seen the chimney issue to begin with. Matt was understandable; however I am sorry for wasting you and your employees valuable time and gas; especially in today's economy.

Billys Roofing has never failed my expectations. I normally deal with Bill but it really makes no difference who you talk with; everyone is on board with quality work and quality customer satisfactions. You have roofed houses for me over the years in Redford, Royal Oak and my home I live in now. You have also roofed my sister's house in Redford, so I am speaking from experience. I can assure you as bad as the leak was, there wasn't even the slightest concern that if it were a roof issue, Billys Roofing would take care of it. You jumped on my request immediately.

I can't begin to properly convey to you how important that is to me. I have dealt with companies giving 20 year warranties only to learn 6 years later their phone numbers have been disconnected, they are out of business leaving the customer to fend for themselves. Billys Roofing is in business to stay in business and that's why you have great customer satisfaction and return customers. I really appreciate having that comfort about you and your company. Thanks again for coming through even on a false alarm. You continue to maintain my unwavering confidence in your company!

Sincerely,


Danny W Young