

47 Manors Drive
Jericho, New York 11753
November 15, 2012

James Conlon
Conlon Exteriors, Inc.

Dear Jimmy:

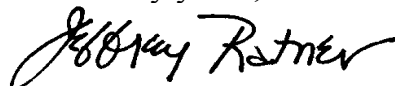
Few thank you letters have been as easy to write as this one for you, Michele and your crew. I realized after last evening's Condominium Meeting that we never expressed our appreciation for a truly professional replacement of our roofs, leaders and gutters, and skylights this past summer and, in the last two weeks following Superstorm Sandy, an unrequested follow-up to make sure all was secure with the job.

The planning and execution of the roof replacement one of the easiest jobs we've had as a Board and it went off, despite the blistering heat, exactly as planned. Very few companies we have dealt with have had the owner working alongside the crew and supervising on each facet of the job. The timeframe was followed and owner-by-owner notification made this very large undertaking a cinch. Our owners were so pleased and the Board received actual compliments! You made each roof a personalized commitment by taking orders for skylight replacement or installation and made it easy for Board approval with specific dimensions and a single style being offered.

The Manors was spared from the worst wrath of Sandy with no trees crashing down on homes and we suffered only a few days without power. It was noted by everyone that your trucks were here, without a request, inspecting each roof for any storm damage. I knew we had a warranty but your proactive and unsolicited response after the storm was emblematic of the professionalism and ownership you offer as part of the contract.

We, as a Board, feel we made the best decision by awarding you the roof contract and we wanted to again say, "thank you for a job well done."

Sincerely yours,

A handwritten signature in black ink that reads "Jeffrey Ratner". The signature is written in a cursive, flowing style.

Jeffrey Ratner
Vice-President,
The Manors at Jericho Condominium