

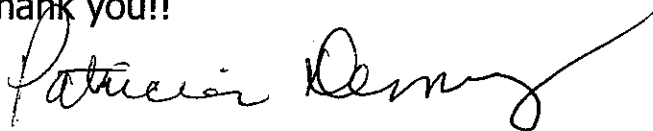
July 19, 2015

UNBELIEVABLE! Your company is off the charts. Never mind very satisfied, I am extremely happy with Alvarado Roofing.

My roof just needed regular maintenance. Also there was a leak around an area of ductwork in the garage and one of the canales needed repairs because water runoff was damaging the house stucco. After past experiences dealing with many unscrupulous, unreliable, fly-by-night roofing companies, I DREADED calling anyone. But, every single member of your company (from the office staff, to Chris Z, to the roofing team) provided exemplary customer service. I was just waiting to get bad news after the estimate. But, Chris was so professional and said that maintenance was really all that was needed and the two other issues could be easily repaired. He also explained that all the canales needed to be bent for better runoff. The roofing team was also professional and polite. Again from past experiences, I thought the roofers would be here for less than hour, slap on some roofing material, and be gone. But, they were here for at least 4 hours and worked so hard on detailing and repairing the roof. There have been some major rain storms since the work has been done, and the canales (my main concern) work better than ever.

The thank-you note and Starbucks gift card was such a nice touch. You have a top notch company with excellent employees. Many companies could learn how to deal with customers from you. I will definitely recommend you and use in the future.

Thank you!!

A handwritten signature in black ink that reads "Patricia Demny". The signature is written in a cursive style with a long, sweeping flourish at the end.

Patricia Demny