

November 25, 2017

Daniel Cowin
Cowin Construction
PO Box 5159
Belle Vista, AR 72714

Subject: Roof replacement in Fox Woods

Daniel:

I have been meaning to write a note to you for some time regarding the work that was completed on my lake home in Fox Woods subdivision near Shell Knob, MO back in August this year. So before the year ends, I feel I should let you know how exceptional my experience was with Cowin Construction on this project.

Its hard to imagine how one would "up the game" on shingle replacement work. Well, you and your crew figured out how to do exactly that. To say I am pleased is an understatement. To say that I could only wish that every contractor I worked with could do what you do is not realistic.

You came with the right materials, had pre-scoped the job and sent both crew and supervision to the site. The issues I asked for special attention on were well beyond what would or even could be addressed by a less experienced or less committed team. Here's what I noticed that others may not be aware of, and so I hope you will both continue to provide this exceptional level of service and also use this letter with prospective clients.

In addition to new shingles and underlayment, you provided the following:

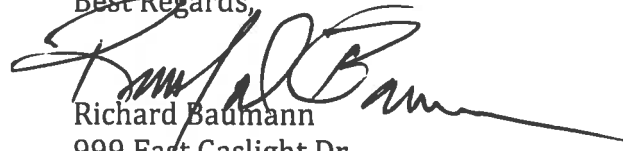
- Constant phone availability with your office team to help schedule and coordinate the job
- An experienced roofing crew that did superior work
- Full supervision on site at all times who actively managed the workflow and all activities on the roof and on the ground
- Metalworking craftsmanship on a key area of the roof that was improperly built initially; not just "fixed" but upgraded with metal fabrication and custom fit replacements
- Guttering has always been a problem for me with tree debris; Your crew saw to it that the new roof corrected gutter problems due to short overhangs and poor gutter installation
- Retightened fascia boards where they had become loose on the eaves
- Painted all vents and flashings on the roof surface to match the shingle color
- Thorough pick-up and cleaning of the job site
- Jointly inspected the work with me on the roof as it progressed and after it was finished

And on top of all that, I was pleased to have the opportunity to meet and spend time with the owner of Cowin Construction at the job site, not for just a cursory 10 minute stop by, but for an extended conversation. All in the context of a very small insurance job to replace damaged shingles from a hailstorm.

What can be said is that no one I know gets this treatment from a roofing contractor unless they work with your company. From the ladies I worked with in the office to the crew supervisor, and even Ken, who can sure talk a good roof game, all came through. They are all professionals at what they do.

Thank you for making this project the success it is.

Best Regards,



Richard Baumann
999 East Gaslight Dr
Springfield, MO 65810

Cc: Bobby Hendrickson, Farmers Insurance