

MBK

59 Marlborough Avenue; Toronto, ON; M5R 1X5; (

May 26, 2005

Mr. Robert Giordano
President
Roberts Construction
45 Industrial Street
Toronto, Ontario
M4G 1Z2

Dear Bob,

I just wanted to thank you and Robert for the first rate job you did on our third floor roof and deck. The access was difficult, the working area was narrow and — typically with my house — nothing was square or level. Yet you and your team did the job with skill and expediency.

I was particularly impressed with how well you, Robert, Gary and the rest of your team communicated with each other. At one point you needed to corral men from different jobs across the city to hoist my deck base. At the appointed time everyone arrived, ready for action. (And beat the impending rain to boot).

I'm also enormously grateful that you finished the job in short order. I can't tell you how many workmen have come to start a job only for it to languish for weeks, even months. When you couldn't come you phoned to keep us updated — another rarity in my experience with contractors.

That you finished while I was away on business was even more impressive. Jennifer and I were totally comfortable leaving keys for Robert. In truth, we couldn't even tell he was here.

I will be recommending you to my friends and family — as many of them are always on the look-out for skilled, reliable contracting work. I also plan to use you for my back door tiling work, probably later this spring.

So again, thanks for a job well done. It was a genuine pleasure meeting your team, and I look forward to working with you and Robert in the future.

Kind regards,



Mark Krause

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