

To **Ernie,**

There are many companies offering the roofing services I required, and choosing one was always going to be my toughest decision. I initially had three companies on my contact list.

My first choice ultimately 'shot himself in the foot'. My second choice had gone bust ! My third choice was Gutter-Resto.

It should have been **my FIRST CHOICE !!**

You made 4 visits to my premises to discuss my needs, and on each occasion we talked for about 90 minutes.

Everything that I wanted done you were able to accommodate, and anything I wasn't aware of that needed to be done was brought to my attention and explained. Gee I learned a lot....

MY concerns were always YOUR first priority.

During those meetings you quickly summed up what type of person I am. I think your instincts were pretty accurate. And how you remember all the specific requirements that are unique to each customer just amazes me.

Once my restoration was under-way you made 3 more visits to check on progress, and to make sure the work being done was making the customer happy. You then did a final inspection visit after all the work had been completed, and personally attended to a few small jobs that needed further attention.

I can assure you that on final completion of the job this customer is **VERY HAPPY !!!**

And expects to be for the remainder of HIS life.....

To **Julian,**

During my first meeting with Ernie, as we walked around my house discussing the work I wanted done, he had obviously summed up what type of person I am. He told me he had a team of professional trades people covering the various skills needed for the roofing work I required. With regard to the actual gutter replacement he already had someone in mind for the job, and said, "I'll send you Julian."

Ernie gave me a couple of examples of why he thought you would be perfect for me, and upon hearing those stories I responded with, "He sounds like my kind of guy..."

And you were !

- You have a constant desire to do a perfect job, no matter what it is. And that's the way it should be.
- Near enough is not good enough, especially if you know you CAN do it better.
- Everything needs to be millimetre perfect, and why shouldn't it be ? You have a rule....
- You aim to get it right the first time by doing it RIGHT THE FIRST TIME.
- And you avoid mistakes by planning ahead and thinking about every detail of the task at hand.

Over the course of many days I observed for myself what Ernie already knows about you, and I'm sorry if my omnipresence was annoying. But how else does one learn ? And I did learn some new techniques and a couple of tricks...

I think the word that probably best describes us both is *perfectionist*. And as I walk around my house admiring it's new look, and knowing the time, effort, and workmanship that went into creating it, I will ponder which of us is the bigger one.....?

But what I do know for sure is that whenever it rains in the future I will be thanking you.

Ernie is lucky to have you on his team, and I was doubly lucky to have you working on my house !

To **Jake**. You are Julian's ever-willing helper, and if you want to learn from the 'best of the best' you only need to continue doing what you're already doing.

To **Steve**,

Although you were only here for 3 days it took you just 2 days to remove all the work my late father and I spent 5 days completing one December in the mid-eighties, so I had some mixed emotions about watching it all come down. And back then we HAMMERED all those nails in.... But it did give me the opportunity to see how the roof framework is 'holding-up', and I was relieved to discover that ALL of it is still in quite good condition.

Thank-you for restoring the modified look of my front porch that my father had created. He would have definitely told you that you did a better job than him.

And thanks also for fixing-up a few loose ends for me. You nailed those.....

To **Keith**,

A mortar master ! A spray-gun sensation ! What more can I say ?

My roof has NEVER **looked SO GOOD !**

And I'd be prepared to bet (the house on it) that it didn't look this good even when it was brand new back in 1953....

And thank-you for the couple of miscellaneous mortar jobs you also did for me. I will think of you every-time I admire my roof while I'm standing on my patio....

With regard to those guys who have so far failed to find the problem with your air-compressor, just keep the pressure on....

To **Ben, Zack**, and '**D**' and **Nathan, Gareth**, and **Paul**,

What goes up must come down, and your installation and removal of the safety rails was done with almost military precision. You guys keep the rest of us safe, and I say US because I also used them.

As far as I'm concerned, you were ALL part of the A-Team....

Sincerely,



Dennis Wood

PS: You have ALL given me the peace-of-mind to know that no matter how much the rain is 'bucketing-down' in the future my house will NEVER AGAIN have water flowing back onto the eaves and creating waterfalls down my windows !

I may actually enjoy the sound of rain again....