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August 6, 2012

To Whom It May Concern:

I am writing to commend Andrew Pollack and his team at A.R.P. Renovations for handling my roofing job in a professional and timely manner.

My roof and a few of my upstairs rooms sustained damage due to a severe late summer thunderstorm. I called a few places and they either never called me back or didn't want to work with me to resolve the situation. A neighbor recommended A.R.P. Renovations to me. After meeting with Andrew, I felt that he listened to my situation and genuinely wanted to help me. He did help. A.R.P. performed temporary repairs to minimize additional damage to my roof and interior, worked with my homeowner's insurance company, and assessed the damage/age of the entire roof and recommended a new roof. I decided to let A.R.P. do the roofing job and I am very glad I did. They did an excellent job!

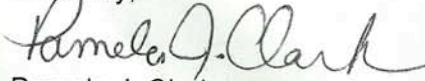
I chose A.R.P. primarily because I sensed that the company really wanted to help me resolve **my** issue, they offered me a fair price, and they adhered to the time frame we mutually agreed upon. They gave me great customer service and personal care. Additionally, this company came highly recommended by my neighbors. Word of mouth speaks volumes to me.


I was impressed with the overall look of the finished job. My house began to stand out from the others on my street, and that felt good. You see, most of the homes in my development were built approximately 20 years ago and now the roofs are starting to age and breakdown. I was impressed with the craftsmanship and the expertise they demonstrated in doing the straight lines and neat corners on the roof.

Since my roofing job has been completed, I proudly display the A.R.P. sign in my front lawn and neighbors are starting to offer compliments about the roof and to jokingly say they are envious of my roof. Some have said my new roof is making their old roof look even worse. I have happily handed out Andrew's business card and shared my positive experience with this company. I will continue to recommend A.R.P. to friends and family because when a company demonstrates exemplary customer service and professionalism, you want to tell others about it.

I have an interior painting project coming up this fall and I will certainly be contacting A.R.P.

Sincerely,

  
Pamela J. Clark

 8/6/12  
**IRIS RODRIGUEZ**  
Notary Public, State of New Jersey  
My Commission Expires April 6, 2015