



To: [redacted] - submitted August 5, 2009    
Cc: Larry Haight's Residential Roofing Company, Inc.

From: Ed and Marsha Hallett

Re: Roofing experience

This letter is to commend Haight's Residential Roofing for the project they recently completed on our home.

We are senior citizens who have lived on Mercer Island for over 30 years. When we discovered that we needed a new roof on our house, we shuddered at the many stories we heard of shoddy work done on similar projects, "rip-off schemes," and over-pricing associated with living in our location. We immediately consulted our [redacted] booklet and found a company that received very positive reviews from your clients.

We called the company, Haight's Residential Roofing, and were treated with great respect and empathy regarding the project. As the roofing got underway, my husband and I were struck by how hard everyone worked, from the project managers to the energetic roofers. And there were the inevitable surprises along the way, but each new challenge was dealt with in a positive manner and no extra charges were added to the bill...for which we were most grateful. There was good communication throughout, from the office schedulers to the polite workforce who climbed up the ladder and wielded the hammers each day. All this was happening while we were experiencing extremely hot weather. The areas were cleaned and organized each night before they left. Special thanks to George, Chris, Pollo, and David each of whom went the extra mile plus!

Needless to say, we are delighted with the results and will recommend this company to anyone who needs similar service. Thank you to the entire staff at Haight's Residential Roofing. It was a pleasure doing business with all of you. And to [redacted], thanks for making our choice much easier.

Thanks again  
Marsha Hallett

