

**UNIVERSITY SHADOWS
HOMEOWNERS ASSOCIATION**
4645 E. Cotton Gin Loop
Phoenix, A.Z. 85040
Office: 602-437-4777 Fax: 602-437-4770

Foam Experts Roofing
Attn: Mr. Olin Martin
1107 S. Wilbur
Mesa, A.Z. 85210

Dear Olin,

I just wanted to drop you a quick note letting you know how pleased the University Shadows Homeowner Association and I am with the work your company did on their roofing project.

During the project I had many encounters, both on the job site and by phone, with Carlos your project manager. He was always very accommodating with both me and the homeowners while dealing with any of the minor issues that came up during the project. Before the project began the homeowners were notified of A/C units being temporarily disconnected, possible dirt and minor amounts of debris entering the homes due to skylights being replaced, etc. During this project Carlos and his crew members addressed all of these issues in a very professional manner even when they encountered some of the more difficult homeowners and/or tenants that were not pleasant to deal with.

Also during the project I had several opportunities to interact with many of your office staff personnel, mostly Judy Ploeger and Judy Ford, who were both very pleasant, professional and helpful.

Upon completion of the two phases of this roofing project an independent roofing consulting firm inspected the work and there were only a few minor areas that needed some additional attention, which Carlos and his crew remedied very quickly.

Last but not least, your pricing on this project was very competitive and after noticing some items on some of the roofs that were not going to require a complete tear off, you notified me of this and added three additional buildings to the Phase 1 portion of the project and some skylights without additional cost. Most companies would not have done this and your honesty without additional cost. Most companies would not have done this and your honesty and integrity is most appreciated.

I look forward to working with you and your staff in the future.

Sincerely,

Ken Falltrick, CAAM
Community Manager
City Property Management Company
Office: 602-437-4777, Ext #111
Email: kfalltrick@cityproperty.com