

Mary K. Beltz
4014 Valli Vista Rd.
Colorado Springs, Colorado
September 18, 2012

Arrows Construction LLC / Best Hands Roofing Contractors of Colorado Springs
John Frazier
7230 Campstool Dr.
Colorado Springs, Colorado 80922

Dear John,

I just wanted to thank you for the outstanding job you and your company did on your replacement of my home's roof. As you know, this wasn't the first time that my roof was damaged by a hail storm. This was however, the first time that it was repaired correctly.

I can't thank you enough for your courteous and prompt response to all of my questions and concerns, even when I called on a Sunday. The work that was performed was done to my complete satisfaction and in a timely manner. I really appreciate the photos that documented all of the work that needed to be done, as it was done, and that your company has experience not only in construction, but in dealing with insurance claims.

Lastly, it was comforting to have someone local that I could trust to do the work as I was required to be out of state for my job during the construction process. Thank you, thank you, thank you! I will certainly hire you again if Mother Nature takes its toll on my home again.

Sincerely,

Mary K. Beltz