

Dear Greg and Jeff:

January 18, 2005

I've been enjoying the windows you installed last month. I'm impressed with what a difference the windows make in my general comfort, especially on those 20 degree nights. No more icy drafts across my nose or toes. Although I expected I'd be happy with the product from an energy-savings point of view, I'm surprised at how much I'm enjoying the clean aesthetic ness, of the windows. I like the views from my house more now.

I also want to let you know how pleased I was with your professionalism, from quote to finish. Jeff didn't make any excuses and just got the job done, even if it meant coming out at an inconvenient time with the kids in tow. That kind of a work ethic inspires me to work with ya'll again and to recommend you to my friends.

I want to meet with you again about doing the remaining 6 windows. Would you please check your calendar for early February and pick a time when it is convenient to come out and show me some samples of windows with a wood-grain or brown finish? Or, if it makes more sense for me to come to a showroom, just let me know. I also want to ask your advice about re-doing the gutters and whether I should coordinate that project with a re-roofing plan. (And, by the way, do you know anyone who does quality metal roofing? I want a roof that has a tin-roof look.) Thanks! –M. Hines. Decatur, GA