

CHARLES M. YOUNG
FINE PRINTS & DRAWINGS LLC

533 MAIN STREET
PORTLAND, CT 06480
860 342 2403 (tel/fax)
cy@cmyoungfineart.com

August 21, 2018

Mr. Arthur Dias
Eagle Rivet Roof Services Corp.
15 Britton Drive
Bloomfield, CT 06002

Dear Mr. Dias,

After a two-year restoration, the pergola at our historic house in Portland, CT was ready for its roof. Originally—110 years ago—the finished roof sported corrugated terra-cotta tile. Somewhere along the line, this material was stripped and replaced by hand-split cedar, which was severely rotted and ended in a dumpster.

In the restoration we wanted to match the original terra-cotta material in color and appearance, as close as possible. The DaVinci synthetic slate was going to be our first choice, so we contacted them to get information. Because roofing installation is way beyond my skillset and it seemed to me that a 19' diameter roof would be extra-tricky, I asked DaVinci to recommend a company who would be up to the task—and satisfy a very demanding customer. They hesitated, as most people do when making such recommendations, and then gave me your company's name.

I made a first call to Rich Adamowicz, and got the ball rolling. From the start, Rich understood what we wanted to accomplish, answered many questions and made us feel that we were in the hands of professionals. When he did not have an immediate answer and said he would get back to us, he did, sooner, rather than later. His response times built further confidence in your company.

We had asked Rich to quote the job in both Davinci and more conventional asphalt; I was curious what the cost differential would be. Ultimately, because we were going to put the house up for sale, we opted to go with OC asphalt, "Terra Cotta" color. Rich located this material at your supplier's warehouse, so I could see it in person. When I drove to North Haven, it had already been set aside behind the counter. Excellent!

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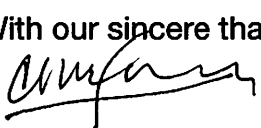

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The DaVinci would have been more than twice as expensive, and we had put fifteen checkbook-draining years in to the property and enough-was-enough. For once, we compromised.

It finally was time to commit to the work and schedule installation. The roof was the culmination of two years' work, and it was a stage over which I had no control and in which I could not participate. So I asked Rich if he could put the "A" team on it, which got a chuckle from him, along with a promise to do just that.

The installers, Charlie Pendleton and Mike, exceeded our expectations. The finished job looks terrific; the days they were working here were a pleasure. We think you and everyone involved in this work should be proud. And we would not hesitate to recommend your company, even to the most discerning customer.

With our sincere thanks,



Charles and Susan Young
533 Main Street
Portland, CT