

February 28, 2011

Pence Bros.
3101 N. Jackson Blvd.
Uniontown, OH 44685

Jon and Jeremy,

I can't tell you how pleased I am with my "new" house! What started out as a call for replacement guttering and downspouts after the Bay Village hail storm in May of 2010 turned into a completely new house for me!

You and your crew were so anxious to get started on the work that you arrived early on the scheduled day and you patiently waited for me to come out and say "good morning" and move my car to give you access to the garage and the driveway. Your crew went to work immediately tearing off the old siding and the deteriorated original insulation. They took great care with the phone and cable lines, the power lines, the AC lines, etc. through the entire replacement process. And I must tell you that the new insulation is wonderful! I already feel a difference in certain parts of the house with no cold breezes blowing through!

I was constantly amazed with the progress your crew made. There was so much old material to tear off, so much new material to measure, install and frame out (not to mention the continuous clean up), that I thought you guys would at least take a few breaks during the day. But you never did. You kept the work going and the entire siding job was *done* in *one day*. (And, by the way, I now have my milk chute back!) Guttering and downspouts were all you guys needed to get done on the second day. So what we are used to seeing around Bay as a week-long job took 1 ½ days! Oh my word!

My next-door neighbor came over and commented on the quality of the work and the efficiency of your company. He mentioned that a friend of his was having difficulty getting a siding company to come out and do some work for him, and that he was definitely going to pass along your name to his friend. Referrals are great!

Again, Jon and Jeremy, I am so pleased with the professional attitude and workmanship of your entire crew and the time it took to complete the job, that I'm telling everyone I know about Pence Bros.! Keep up the good work, guys!

Your customer for life,

