

# Jeffrey K. Portman

1721 Lee Janzen Drive, Kissimmee Bay Country Club

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January 12, 2010

J. Douglas Lanier  
President  
Collis Roofing, Inc.  
P.O. Box 520668  
Longwood, Fl. 32752

Re: Appreciation for an outstanding re-roof of our home

Dear Mr. Lanier,

I wanted to take a few minutes and compliment you and your entire organization and the individuals who worked tirelessly to install our new CertainTeed luxury Landmark TL™ 340 Lb. Shingles. As a former developer and contractor in North Carolina, having been involved in thousands of residential housing units over a 25-year career, I can say that your organization and employees stand far above anything I have ever witnessed. The initial introduction to your company came by way of a referral from one of the engineer's that work with my wife. She is the site coordinator at the Orlando International Airport for Bombardier Transportation that built and operate the trains. His commendation of your company's installation and the outstanding job you did for him was important.

As you know it took several months to have this specific shingle approved by our Design Review Board here at Kissimmee Bay Golf Course Community, as they are very meticulous in their approval process. Greg Ridgeway, your sales representative and consultant went above and beyond the call of duty in providing me with information, data and samples which, in the final analysis, was responsible for our approval. From the beginning, our target date for completion was prior to Thanksgiving as we had guests and parties planned for that week. As the time approached, because of the delay in approval and the *Special Order* nature of our luxury shingles, it didn't appear that we would meet our goal. On the 17th of November our shingles arrived at you facility. On the 18th after considerable discussion and review somehow Greg and your office staff were able to schedule our installation for 19th.

On Thursday, the 19th your crew of nine professionals were on our job site at 7:00 am and immediately began removing our defective builders grade roof which had been installed in 1997 by our home builder while my wife and I were in Scotland. The old skylights which were installed over unpainted galvanized bases were cracked and rusted out. Greg arranged for new Argon gas filled double pane impact resistant skylights which he delivered the next day. As a hands on guy, I observed over the next couple of days what I can only describe as poetry in motion. Everyone had a job to do and the symphony of coordination and execution was something to behold. I have seen many roofs installed but they all paled in comparison.



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Letter (Cont)/ January 12, 2010  
J. Douglas Lanier, President  
Collis Roofing

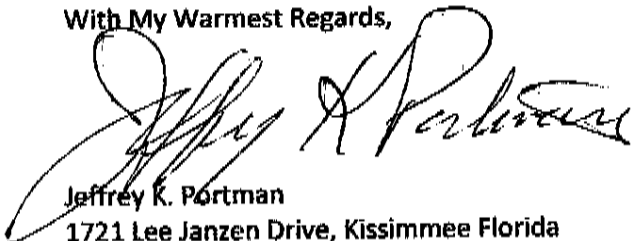
As they stripped off each section of the roof all the plywood deck was re-nailed, about 50 nails per plywood sheet with several sheets being replaced. once re-nailed the dry-in crew applied the underlayment and the Poly stick valley material. The following morning at 7:00 am they proceeded to remove the balance of the old roof with your dumpster crew like on cue showing up to remove the full dumpster and sliding another one in place for the balance of old material. They even put plywood on the driveway to insure no damage to our color stained concrete circular drive.

By the end of the day everything was dried in and about 80% of the shingles were installed. Lewis, the Job Forman kept everything moving throughout the entire project and personally removed the old skylights and installed the new ones so meticulously that the drywall on the inside of the openings looked original with no need of re-trimming. He also installed the final caps on the standup flashing on both sides of the portico. The valley cuts look like a work of art and the new shingle over roof vents were installed at every ridge giving us about 20% more ventilation than before, which is very important in Florida for roof longevity.

The next morning the job was completed including a masterful cleanup job. Monday the gutters and downspouts were installed and they too did an outstanding job fitting multiple irregular angle cuts because of the roof profile. Greg came by several times inspecting the job progression and also ran a magnet over the yard several times to remove any missed nails. Lewis came by to finish up some odds and ends and cleaned all of the galvanized metal vents with white vinegar and then spray painted them for an exact match to the factory painted valley metal. Tuesday morning Larry Schreiber, of Schreiber Remodeling recommended by Greg, as he does a lot of work for Collis Roofing, came by with a helper and in 1 1/2-hours closed up the 4'X5' hole in the dining room ceiling drywall and using fast drying mud put a slick trowel finish that was a perfect match. After I applied one coat of paint Wednesday, it completely disappeared. Our guests arrived that afternoon from North Carolina and thanks to your company's outstanding efforts we had a wonderful week.

Every aspect of our project including the cost exceeded our every expectation and I can see why your company is the eleventh largest roofing contractor in the United States. Any time Greg needs to come by with potential customers in the future to look at our job, I will be happy to give them a personal tour of our home and discuss the advantages of using Collis Roofing.

With My Warmest Regards,



Jeffrey K. Portman  
1721 Lee Janzen Drive, Kissimmee Florida  
Infrastructure Committee Chairman  
Kissimmee Bay Community Association  
Enclosures: Survey, Job Picture Disk