

Lynchburg  
P.O. Box 4523  
Lynchburg, VA 24502  
434-237-3800

Charlottesville  
P.O. Box 6876  
Charlottesville, VA 22906  
434-984-3898

Ashland/Richmond  
10412 Dow Gil Road  
Ashland, VA 23005

PROFESSIONAL ROOFING BY

**MELVIN T. MORGAN**  
ROOFING & SHEET METAL CO., INC.  
& LEAFGUARD OF CENTRAL VA.

Roanoke  
P.O. Box 13434  
Roanoke, VA 24038  
540-890-0358

Fredericksburg  
540-898-4077

website: [www.melvintmorgan.com](http://www.melvintmorgan.com)  
e-mail: [mtm4000@centralva.net](mailto:mtm4000@centralva.net)

**Fax: 434-534-8062**

**1-800-249-0358**

**Fax: 804-798-3103**

Dear Customer,

First, I would like to thank you personally for choosing us for your roofing needs. We value you as a customer. I would appreciate it if you would please fill out this questionnaire and return it to me.

Your new roofing system is guaranteed by us for two years and we also carry the manufacturer's warranties. Should you ever need us in the future, we are just a phone call away.

- 1) Did the men doing the roof protect your building from water at all times?  
 Yes  No
- 2) Were the men neat about how many debris was removed from the building?  
 Yes  No
- 3) As a whole, was our company knowledgeable of our product and did we present ourselves in a professional manner?  
 Yes  No
- 4) How would you rate the job performed by our company?  
 Excellent  Good  Fair  Poor
- 5) Would you recommend us for future work?  
 Yes  No
- 6) Could we use you as a reference, providing future customers with your address and phone number?  
 Yes (both)  Yes (address only)  Yes (phone no. only)  No
- 7) Could we post a picture of your roof on our website?  
 Yes  No
- 8) Please list any comments that you feel could help improve our service.

- 9) How did you hear about our company?  
 Newspaper  Phone Book  Neighbor  Signs  Friend  Other  Internet

Thank you for your time in answering our questionnaire.

Customer Name Richard Trent  
Address: 8336 Richmond Highway  
Lynchburg, VA 24504  
Phone Number: 434 444-0732  
Completion Date: 04/03/2018  
Job Shingle Roof Installation- Owens Corning Onyx Black

Sincerely,




Melvin T. Morgan Jr.  
President

4-10-18

To Whom It May Concern,

I just wanted to stress to your company how impressed I was with Houston Kinkaid and the entire crew that completed my roofing job. They were very professional in every aspect of the job and went above and beyond to ensure that everything was correct and completed in a timely manner. I will highly recommend your company and specifically Houston Kinkaid and his crew to anyone who might ask me for any roofing work suggestions.

Sincerely,

A handwritten signature in black ink, appearing to read "Richard C. Trent", with a stylized flourish at the end.

Richard C. Trent