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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.  
& LEAGUARD OF CENTRAL VA.

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

Fredericksburg  
540-898-4077

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**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? WITH RESERVATIONS CONCERNING IF THE

Yes  No PANEL MACHINE BREAKS DOWN. AT FIRST YOU WEREN'T

6) Could we use you as a reference, providing future customers with your address and phone number? GOING TO FIX IT.

Yes (both)  Yes (address only)  Yes (phone no. only)  No

7) Could we post a picture of your roof on our website?

Yes  No WE HAVE 2 PHOTOS TO E-MAIL TO YOU.

8) Please list any comments that you feel could help improve our service.

THE ROLLER MAGNET IS NOT STRONG ENOUGH. WE HAD REGGIE USE OUR MAGNET WHICH HAS A MUCH MORE POWERFUL PULL TO PICK UP NAILS, SCREWS, + SHARP METAL BITS IN THE LAWN + DRIVEWAY.


9) How did you hear about our company?

Newspaper  Phone Book  Neighbor  Signs  Friend  Other  Internet

IN DRIVING AROUND WE SAW A METAL ROOF THAT WE LIKED + FOUND OUT YOUR COMPANY HAD INSTALLED IT.

Thank you for your time in answering our questionnaire.

Customer Name: Buck & Angie Tharpe  
Address: 1231 Mays Road  
Victoria, VA 23974  
Phone Number: (804) 991-2470  
Completion Date: 07/24/2017  
Job: 1/2" Snap Lock Metal Roof- Dark Bronze

Sincerely,  
  
Melvin T. Morgan Jr.  
President

To: Melvin T. Morgan Jr.

From: Buck and Angie Tharpe

Date: 8/3/17

Our new roof looks great (20" panels; dark bronze) and we want to commend our workers on the job they did. The first 3 days we were double-teamed with Steve, Houston, Derek, Ray, Mike, Bill, & Reggie. Later we had Ray, Houston, Mike, & Reggie for most of the remaining days. We were able to thank the final crew personally, but we want you to know how much we appreciated their efforts under extremely hard weather conditions. The weeks they were with us saw the hottest temps in a long while, and it was not just for a day or two, but day after day after day. One time we had the guys take a thermometer up on the roof to see what it would register: it didn't take long for it to peg out at 130 degrees, and they threw it back down to us before it broke. You will probably say that they were just doing their job, but our nephew, who is a contractor and often does roofing, told us he doesn't know how they did it.

We sincerely hope that you express your appreciation to your workers. Without them you wouldn't have a business.