

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

Charlottesville
P.O. Box 3961
Charlottesville, VA 22903
434-984-3898

Ashland/Richmond
P.O. Box 9638
Richmond, VA 23228
804-798-0300

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
P.O. Box 1408
Fredericksburg, VA 22402
540-898-4077

website: www.melvintmorgan.com
e-mail: mtm4000@centralva.net

Fax: 434-534-8062
1-800-249-0358

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 the 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 any 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 your picture on our website?
☒ Yes ☐ No
- 8) Please list any comments that you feel could help improve our service.
excellent service — Beyond the call of Duty
- 9) How did you hear about our company?
☐ Newspaper ☒ Phone Book ☐ Neighbor ☐ Signs ☐ Friend ☐ Other

Thank you for your time in answering our questionnaire.

Customer Name: Branchland Retirement
Address: 1300 Branchlands Drive
Charlottesville, VA 22901
Phone Number: (434) 964-7040
Completion Date: 7/30/2009
Job: Repair

Sincerely,



Melvin T. Morgan, Jr.
President