

July 10, 2011

To Whom It May Concern:

One year into our 3 year contract with a local roofing contractor for a "coated" roof, which was "guaranteed not to leak" we got a leak which damaged a plaster wall and ceiling in our home.

We called the aforementioned roofing contractor persistently about the leak; however, they came out only 3 times even though we called them on 8 separate occasions when we noticed the leak. They were unable to locate and stop the leak, so as a result, the leak persisted for over two years. On the third and last visit by this roofing contractor, the worker said that the leak was probably due to weathered masonry on the side of the house where the leak was occurring, so we had the bricks re-pointed. In spite of this, the leak reoccurred and continued to cause damage to the interior of the house. At this point we contacted the roofing contractor again and they suggested since the 3-year contract was expiring that we should sign a new 3-year "guaranteed" contract and re-coat the entire roof again. Instead, we decided to search for a new roofing contractor.

While doing extensive online research we noticed that the same company, Kelbie Home Improvement, came up over and over again as a reliable company with a sterling reputation. We noted that they had extensive experience re-roofing flat-roofed homes, which boded well for us, as the houses in our neighborhood are 100+ years old on average.

The owner of the company, Mike Kelbie, not only took time out of his weekend to meet with us, but he spent a great deal of time explaining and discussing the options that were available to us. Mike ultimately provided us with 3 detailed bids listing the materials to be used and the results we could expect. Mike did not ever use hard sale tactics, pressure, or issue dire predictions of what would happen if we didn't do what he suggested. He simply left us with, "Get back to me if you have any questions or would like to discuss this further." After this, we were able to easily reach Mike on several different occasions to discuss additional questions we had thought of after our initial meeting. Mike once again took the time to answer our questions by phone and also came by our house again in order to provide more detail.

We finally decided to go with most extensive of the 3 bids, an option that entailed an almost complete reconstruction of the house roof and porch roof. We chose this option as we knew we'd be staying in this house for a minimum of 15 more years and with the renovations which needed to be done to the interior, we needed to guarantee that we had a solid, leak-proof roof so that the interior would be protected. Once we signed the contract, Mike swiftly let us know the potential starting date, which of course was dependant on the weather. Work started in early June. It was a challenging assignment, as temperatures were at or over 100 degrees for those few days. The Kelbie team started promptly at 8:00 a.m. and almost always worked past 6:00 p.m., with little noticeable downtime. They were also extremely polite and professional during their time on the job.

In order to put the new roof on, the job first required removing 100+ years of roofing mistakes layer by layer. As the roof was torn off, we were dismayed to find out how poorly all of the previous owners of our house had maintained it. Kelbie tore off at least 6 layers of roof, which means that the original roof had never been replaced, just patched and recovered. Kelbie replaced damaged beams, provided new skylights (original ones had been tarred over through the years), patched and sealed the chimney, installed a new downspout and gutter system, replaced the flashing, added new 3/4 inch roofing deck with 2 inch ISO insulation board, 2 ply membrane with a manufacturers 20 year warranty, and much, much more. This was just for the main roof.

The porch roof rebuild was fantastic - the Kelbie team was careful to maintain the original look even though they actually improved the drainage system. All of the work on the porch roof was impressive, but the showstopper was that (even though it was not in the contract) they replaced a section of the soffit (that had rotted out and had birds living in it) and managed to match the original paint color. Their attention to detail was impeccable and is (in our experience) hard to come by in contractors these days.

Having the roof replaced was a major commitment on our part, but we are confident that we made the right decision and are positive that Kelbie was the best possible roofing company for our needs. We were so pleased with the work Kelbie did, that after the completion of the roof, we hired Kelbie to patch sections of plaster in a couple of rooms and replace a ceiling in another. It is incredible what a seamless and meticulous job they did.

We would have no hesitation about hiring Mike Kelbie and his team at Kelbie Home Improvement in the future and would give him and his company our highest recommendation. He is truly an exemplary home contractor.

John and Tara Macia
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RECONSTRUCTION OF THE HOUSE ROOF BY KELBIE HOME IMROVEMENT



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RECONSTRUCTION OF THE PORCH ROOF BY KELBIE HOME IMROVEMENT

