

March 21, 2006

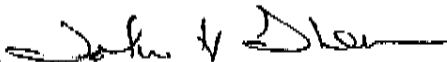
My house is a challenge. It was built 25 years ago by the owner, who was an engineer, not a builder. While expressing his creativity and commitment to quality, he lacked sufficient experience to avoid some serious design problems. When I moved in, the house had been vacant for twelve months. The roof was leaking in several places. Roofers were either too busy to even consider the job or were frightened away by the challenge of five separate sections of flat roof, all in disrepair. Finally, one brave soul accepted the job. He replaced the existing roof and sealed the leaks. The house was finally dry, but he failed to address our greatest roofing challenge. All sections of flat roof were designed to be pitched such that water flowed to roof-mounted drains. However, the house had settled in several places and water backed up to windows that were mounted much too low. We had large pools of standing water. When the drains backed up, water flowed in the windows! It was time to find a new roofing company.

Again, we called several roofing companies without getting return calls. When we called Kelbie, our call was returned within hours. Two men were out the next day (and on a Saturday) to assess the situation and to provide an estimate. They offered three solutions. The least costly would stop our current leaking but do nothing for our pitch problem. The second would fix our pitch problem and put down a roof that would require maintenance. The third would fix the pitch issue as well as putting down a roofing material that requires no maintenance and is guaranteed for 20 years. There was no pressure to accept the higher priced option.

The Kelbie crew was courteous and efficient. They worked hard, stayed on the project until it was completed and cleaned the site thoroughly. Because they were working during snow season, we discovered that they had overlooked cleaning up one section of roof and had made some minor mistakes in installation. Mike Kelbie returned my call the next business day and inspected the work on the next business day. He agreed with my assessment and sent his crew to rectify the situation to our satisfaction. By far my greatest satisfaction was when I inspected every roof after a big rain and found no leaks and no standing water!

Mike committed to inspecting the roof and cleaning the gutters each year without charge. He has been professional, respectful and cooperative throughout the project. I would not hesitate to use Kelbie Home Improvement in the future and to recommend them to our family and friends. Unfortunately, it has been a rare experience to find a contractor we can trust. Kelbie has been the exception to our experience.

Sincerely,



Dr. John H. Skeen  
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