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August 11, 2003

Dear Ms. Driggs,

I am the treasurer for Thousand Oaks Third Townhome Association. Last summer the association agreed to a major renovation of our 9 units; new roofing, siding, decks, garage doors, and gutters. The association had applied to the City of Coon Rapids for a home improvement loan to pay for this project. The city asked that we only use one contractor to get all of the work done. As treasurer it was my job to contact a variety of contractors and get estimates.

One company clearly stood out from the others when the estimates started coming in. The company was ~~Fridley Roofing and Remodeling~~, owned by Todd Belrose. The estimate that Mr. Belrose submitted was written clearly and completely. All aspects of the work were included in the estimate; tear off, materials, labor, warranty, and cleanup. The thorough estimate quickly sold all of the homeowners on using Fridley Roofing and Remodeling for our project.

Mr. Belrose met with the homeowners and discussed every aspect of the job with us. The work was started on time, completed on time, and done very well. Mr. Belrose was always available for questions from the owners and worked with everyone to make sure we were satisfied with the job. In fact, when one resident misunderstood the type of garage door that would be installed, Mr. Belrose upgraded all of the doors to satisfy the resident. The estimate had clearly stated the type of garage door to be installed. Mr. Belrose didn't need to change anything, but he did.

Mr. Belrose was extremely professional in his dealing with our association. Communication can be difficult when working with an association but he managed to keep all of us up-to-date with information. He also had to work closely with the City of Coon Rapids as they were handling our loan. This was done well also.

The project was completed just before the snow started to fall last winter. This summer a few minor problems showed up. Mr. Belrose quickly came out to handle them. The fact that he backs his work reminded me how lucky we were to have chosen this company for our project and I decided to write to you.

I would highly recommend Fridley Roofing and Remodeling to anyone looking for renovation work. Our townhomes look great, the work was completed in a short time, and it was a pleasure to work with Mr. Belrose. The association was not looking forward to this major construction project, but Fridley Roofing and Remodeling made everything easy.

Sincerely,

*Mary Oliver*  
Mary Oliver  
Treasurer