

March 10, 2010

Dominic Santopietro
Nationwide Handyman, LLC
11728 Happy Choice Land
Gaithersburg, MD 20878

This is in response to your followup letter requesting my feedback on services recently provided by you and your company when a portion of my gutter and the attached fascia board gave way under the weight of entrapped ice and accumulated snow.

This was during one of the worst snow storms that I had experienced in all my time living in this area. The downed fascia board had left part of my attic exposed to the elements and presented an opportunity for entry by squirrels and other creatures from the nearby wooded area.

After unsuccessfully trying a number of other companies, I came upon yours by way of the internet. I was somewhat doubtful that I would hear back from the message I left in your voicemail, but I received the welcomed return call and then a visit the following day (Saturday) right on time as your promised. You promptly checked out the area, told me that you could handle the job, gave me an estimate, and a tentative start date and time the following Monday (even 'tho there was still about three feet of snow on the ground under the area to be worked.)

As promised, your two man crew including Supervisor German Gonzales showed up at the appointed time, shoveled out a working area and efficiently completed the reattachment of the fascia and gutter, even taking the extra steps of screwing (instead of nailing) the fascia to the roof rafter ends for greater strength, and then painting over parts of the gutter that had been scratched. All of this was done within your original estimate which I considered to be very reasonable, especially under the circumstances.

The experience was a very positive one for me. You and your crew were very courteous and capable. I would not hesitate to recommend your company to others and to call on you again for any of the wide ranging services listed in your brochure.

Sincerely
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