

# Robert Ulrich

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To Whom It May Concern

Subject: J.A.M. Associates of Poughkeepsie

This past summer I was in serious need of a new roof for my contemporary, flat-roofed house. I asked around, and was given several referrals, including that of Joe Metrando of JAM Associates. This is the fourth roof I have now had on my home (over 45 years), so I am not new to this search for the "right" solution.

Joe was recommended to me by more than one friend whose opinion I value. In addition, although Joe was not the only contractor working with Duro-Last, he was the only one locally who has gone to the trouble to become MASTER certified by the company that makes the product. Right from the beginning I felt very comfortable working with Joe. It was not price that sold me on Joe and Duro-Last. In fact, it was probably the most expensive solution to my problem, but everything Joe said made sense, and he never tried to over-sell me. Instead, he gave me valid reasons to go the way we ended up, making me comfortable all along the way.

**His work crew was the cleanest I have ever experience for a job of this sort.** As messy as it was, when they left at the end of each day, all scrap and debris were properly disposed of. When completed, all scrap was gone, and a magnetic "broom" used to insure all metal nails and pieces we off the ground. To date I have needed NO call backs due to any work related issues. Joe has come back to assist in some follow-up work I needed to do, and will be called back again for some new assignments that I would like to get done, including the installation of some new gutters. Although not his main business, he is familiar with this work and will do it for me as his schedule permits.

I would recommend Joe, and his Duro-Last product line to anyone looking for a new roof of this type, and a contractor that not only knows how to do it right, but will stand by his work if ever needed.

Sincerely yours,



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