



Thursday, November 11, 2010

TO WHOM IT MAY CONCERN:

RE: LETTER OF RECOMMENDATION FOR JOE METRANDO

The relationship between Lothar's Body Shop and Joe Metrando of JAM Home Improvements goes back to early 2004. It started out as a simple request for quote on new roofing for our 42 year old, 14,000 sq. ft. auto body repair shop. He came up with a sensible, sound and affordable recommendation for our needs. His sincerity, quality and dependability are just a few of the reasons we count on him and recommend him.

Over the years, we have called on Joe for other projects. However, on June 3, 2009, Lothar's Body Shop suffered a catastrophic fire which wiped out our entire refinish operation. The damage could have ended our business. Working through the cleanup, insurance claim process and the rebuild planning process there were many sleepless nights. We made a commitment to our insurance partners and our customers and were insistent on keeping our doors open and our crew employed. Timing was critical.

Among the various contractors we worked with to rebuild our building, Joe Metrando was right there with the best of them. Knowing what we had to accomplish, Joe committed his services to help us succeed. His proposal was quick, clear, complete and reflected a fair cost. Every day that Joe and his crew were working on our premises, we witnessed a timely, neat, clean, organized workplace. Our business operations could continue while the rebuild progressed. He worked well with all of the other rebuild contractors on site at the time, as well. Talented, trustworthy, hard working technicians are hard to find in today's world. Joe and his crew possess these qualities. His follow-up practices are some of the best.

There are other roofing and improvement contractors in our area. But, since our first encounter in 2004, we would make the same decision all over again.

Thank you, Joe. We look forward to doing business again.

Regards,

Christine Trifari,
President

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