

Dear Mr. Petersen:

The purpose of this letter is to tell you that I was very impressed with the recent repair work done by your Customer Service Field Manager, Bob Keating on my home. I had several leaks in my roof (not a Petersen Dean original roof) and Bob was able to find those leaks and get them repaired. I was very impressed with Bob's knowledge of the Monier tile roof system and his ability to find and solve the leaks. Bob displayed tenacity, knowledge, and has excellent communication skills.

I would recommend Petersen Dean Roofing System and Bob Keating to any one of my neighbors and I know that the company that I work for, KB HOME South Bay Inc., believes that Petersen-Dean Roofing Systems are #1 in the building industry. After having the work done on my home, I am certainly glad that I selected Bob Keating and Petersen Dean Roofing Systems.

Very truly yours,

Jim Schmitt
Manager of Forward Planning
KB HOME South Bay, Inc