

1827 St. Ives Circle  
Lexington, Kentucky 40502  
March 5, 2002

Padgett Construction Incorporated  
181 Southland Drive  
Lexington, Kentucky 40503

Dear Tom,

I want to share with you a most positive impression made by one of the companies that you work with in your construction business, Odessa Roofing.

Recently we had a roof ventilation cover blow off during some high winds. Fortunately this did not happen during our month-long absence in Mexico when the rain damage through the hole in the roof might have been disastrous. When the cover was found in our courtyard and the hole noticed, we were able to block the opening temporarily. We recalled that Odessa had been the sub-contractor for the original roof and called them for assistance.

Their response was exemplary, most helpful and professional. Mr. Kinney Evans offered to come out personally and replace the cover when all their installers were otherwise occupied and were unavailable. He was prompt, courteous and efficient in replacing the cover and checking the other vents to be sure they were intact. I was very impressed with him and with Odessa Roofing for their attention to detail and professionalism. It would have been very easy for them to treat my problem as too minor to warrant their attention. Their treatment of my problem has gained them a lifelong customer and someone who will definitely recommend them to others.

Tom, thanks to you for using such responsible contractors.

Sincerely yours,

Walter R. Brewer

→ Cc: Odessa Roofing