

WATERVILLE ELEMENTARY SCHOOL

3414 VERMONT ROUTE 109

WATERVILLE, VERMONT 05492

PHONE 802-644-2224 FAX 802-644-2726

Kevin & Craig Bannister  
Bannister Custom Exteriors  
21 Bright Street  
Burlington, VT 05401

Nov. 14, 2011

Dear Kevin and Craig,

I just wanted to take a minute to write and tell you how much we appreciated working with your company this summer on our roof project. From the moment your bid first came in till just a moment ago when Craig called me to check if the warrantees had arrived, your company and all its employees have been reliable, friendly, and professional.

My facilities manager, Sue Boomhover made note every day of how polite your workers were. Sue has a very strong work ethic, and nothing irritates her more than seeing workers hanging around, not being productive. Each day she would come and tell me how productive everyone was and how neatly they cleaned up after themselves. She never heard a single off color remark or any profanity (an impressive feat for young construction workers) and noted that they always smoked their cigarettes off the school property. When we had the leakage in the building, you responded quickly and repaired all damages.

What I appreciated most was that there were no surprises. You finished the job within the budget and within the time frame so that all evidence of your being here was gone before children arrived back in school. And the quality of the work was topnotch. The roof shingles and the siding that was replaced look beautiful. The School Board directors were very happy with the final product.

It's such a pleasure in these times to find a company that gives a reasonable price estimate, sticks to it, and does really high quality work. If you would like to use my name as a reference for future work, please do so. I would be happy to recommend your company to anyone.

Sincerely,



Kate Torrey, Principal

Cc: Marilyn Frederick, Business Manager, LNSU