

7537 Gilley Terr
Rosedale, MD
21237

Betterliving Sunrooms
325 West 23rd Street
Baltimore, MD 21211

January 24, 2010

Dear Sir:

I would like to take this opportunity to tell you of the wonderful experience I had with the team of Andy Lange and David Ryan constructing my sunroom this Fall. I was struck by four things: 1) only Andy and David worked on the project from start to finish, 2) they took a personal interest and pride in ensuring that I was happy with every aspect of the job, 3) they were neat and cleaned up after themselves and put my property back in the same order in which they found it and 4) the construction of the sunroom is outstanding. And if I had any doubts about that, it was proven with the recent 20 inch snow storm.

But I also must say just a few words about David Ryan. It turns out that David lives very close to me and did things that you just don't expect. Like coming to cover up the deck when it rained or putting on a light switch plate, taking pictures, showing his wife, etc. The personal touch of his following up after the project was completed, has ensured that I will call upon Roland Home Solutions for any future needs that may come up. He is truly an outstanding member of your company.

This type of personal service is definitely not the norm and it sets Betterliving Sunrooms apart from all of its competitors. Your AAA rating is safe with me.

Sincerely,

Pamela S. Williams
Rosedale, MD 21237