

November 9, 2004

Tom Lopatosky
LOPCO Contracting

Re: Quality of Work/Follow Up

Dear Tom:

As you know, your company painted my home in Barrington upon completion of an extensive addition and renovation in 2003. Sara and I found you to be very easy to work with and the appearance of the final product was beyond our highest expectations. Most impressive was the excellent job done with cutting in the two contrasting colors, as the amount of trim on the home required a great amount of time to complete the job to our requirements.

As you know, this past summer I noticed some minor peeling on the underside of some shingles on the side of the house that faces the water and that is exposed to the sun all day and the wind from the open area to the water. I dropped you an e-mail note asking you to touch up this minor issue and you replied very promptly. In fact, you came out the the house within two weeks and to your style, kept me informed concerning the progress of the job.

Apparently, in your eyes it required more than touch up, and you asked for my patience in coming back the following day as apparently the couple hours that you allocated for your worker wasn't enough time to do the touch-up properly. You indicated that you preferred to hand scrape the entire area, then prime the whole side and repaint it the following day. True to your word, things were appropriately taken care of.

In fact, at my very short request (maybe an hour lead time), you also painted a defective door that had been replaced that morning by my builder, a repair/replacement that took more than six months and probably 10 phone calls to happen versus an e-mail to you to get something taken care of.

Tom, in dealing with a surveyor, GC, electrician and plumber, few, if any, held a candle to LOPCO in terms of responsiveness and professionalism. In terms of quality of your work, you knew upon being hired that I had made clear to you that as much as I enjoyed doing other things with my time, I preferred to do my own painting as I was yet to find a painter that painted as meticulously as I did as a "hobby".

I look forward to having LOPCO back the next time that the home needs painting.

Sincerely,



Jeffrey J. Brown
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Barrington, RI 02806