

## Colette Browne

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**From:** Vernon  
**Sent:** Friday, October 08, 2010 11:49 AM  
**To:** 'Colette Browne'  
**Subject:** My amazing roof

Colette,

The best came and went! I've never had such a good experience getting something done on my house in so long, I can't remember when it was.

Byron was incredibly easy to work with and the crew executed the job so well. You were right, the best were here!

From what Byron said, you will file the completed work report with the insurance company and they will send the final check to me. I'll let you know when that comes. That's my understanding of how it will happen; but correct me if I misunderstand something.

Thanks again so much for your and everyone's help. The roof looks better than I could have imagined.

Regards,

Vernon

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**From:** Colette Browne [mailto:cbrowne@renovations-specialists.com]  
**Sent:** Wednesday, October 06, 2010 12:04 PM  
**To:** 'Vernon'  
**Subject:** RE: shingles delivered

The best is yet to come Mr.

Colette

**Renovations Specialist LLC**  
6113 Lansing Drive  
Charlotte, NC 28270  
(704) 910-6688 Phone  
(704) 442-3907 Fax

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**From:** Vernon  
**Sent:** Wednesday, October 06, 2010 11:41 AM  
**To:** 'Colette Browne'  
**Subject:** shingles delivered

Ms. Browne,

I just wanted to let you know the shingles were delivered this morning, so I'm smiling already!

Regards,

Vernon