

Janet and Robert Bier
2611 Killian Road
Uniontown, OH 44685
October 13, 2012

Pence Brothers
3101 N. Jackson Blvd.
Uniontown, OH 44685

Hello Jon,

We finally found ourselves in a position where we are able to express our gratitude for all you have done for us. As you know we have had a few issues that have taken much of our time and energy, but finally have the chance to thank you for the amazing renovation that has taken place to our home. We are so pleased with the work you have done to our home. It truly looks like a different place and often we will have friends drive by our home not even recognizing it when they see it, because it looks like a new home. We are so pleased with the results.

Our home needed restoration so badly. We had done nothing to it in the 30 plus years we have lived here other than paint so it was in a very sad state when you and your crew began. The new siding, lights, soffit, garage door, gutters and down spouts have added so much value and beauty to our home.

I feel as if we have made new friends in you and your crew in the process. Anything that needed to be done, you were more than willing to do for us regardless of how small it seemed. You came back on a number of occasions to take care of things that we had not considered earlier. I am amazed by the consideration and effort you gave at every step of this process keeping the door open for anything that might need to be taken care of in the future. You are truly a "man of your word". Your honesty and compassion are rare in the business world today because it means establishing a relationship with your clients and that takes time and effort, but that's exactly what you do. You stand by your work, your name and your character. Thank you for making us one of your most pleased customers. We are so proud of what you have done to make our home so beautiful again. Thank you for a job well done.

All the Best,
Janet and Robert Bier