



September 28, 2003

Troy Miller
Western Roofing System
3401 Investment Blvd., Ste 5
Hayward, CA

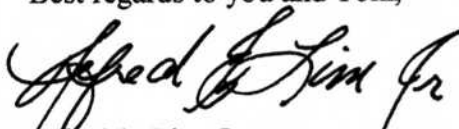
Dear Troy,

I wanted to drop you a note to thank you for your personal attention in the installation of my MetroShake II roof. Your roofers did an excellent job; please pass this compliment to Daniel, Jose and the crew. The roof looks beautiful and I am very happy with the timely start, finish and clean up of the job. On Wednesday, I attended the Bay Isle Pointe Homeowners Association board meeting to give a report on the installation. The consensus of the board was very positive (several asked the name of the roofing company & color). I suggested that MetroShake be placed on the approved list of roofing materials for our community.

Many neighbors gave me positive feedback on the appearance of the roof and those that observed your crews were also impressed with the speed and professional conduct of your employees. I know that two neighbors have already received estimates from Ray and should generate more business as the word gets out. Several neighbors mentioned that they will wait until next year because of the onset of winter. I informed the parents of my students (Bay Farm School) in my parent letter that I was proud to have the first stone-covered steel roof in our community and several have come by to see my roof. The Harbor Bay Isle Association newsletter, *The Gulls Call*, mentions the installation of the MetroShake roofs and lists our address. I've noticed folks have driven into our cul-de-sac to examine my roof.

Ray Vingo was very helpful in quoting and explaining the process while your front office folks, Toni and your receptionist, were helpful in scheduling and running down details I needed. Swen's crew did a great job on the rain gutter and the leaf covers. I look forward to Winter's first rain; protected by a fire-proof roof which will look as good 20 years from now as it does today.

Best regards to you and Toni,


Alfred E. Lim, Jr.

cc: *The Gulls Call*, memo used to persuade my HOA that steel was the way to go