

June 7, 2026

To: Interior Alaska Roofing

I recently had a residential roofing replacement performed by your company. This note is feedback from a satisfied customer. I will address three aspects which I truly appreciated.

First, Jess White: I got a good impression when Jess came to provide the on-site estimate. He was low key, but very straight forward. I felt he provided a knowledgeable and honest initial assessment. He provided options, but did not try to sell me on extra stuff. He also didn't make any unrealistic promises. At the initial estimate he gave me the price, told me it would be roughly six weeks before he could start the job and advised me to expect the job to take three days. (This was when everything was still covered with about 18" of snow.) Ultimately, Jess worked us into the schedule earlier than I expected, and the job was completed in only one day. It is increasingly rare these days to find anyone who manages to accomplish work either sooner or faster than promised. Your crew did both. I know this is advantageous for your company, but it also a tremendous benefit for the customer.

Second, Jorge's crew: This crew clearly was motivated to get the job done, not just quickly, but well. When they arrived, they were polite, but, most impressively, immediately started working. I am not a roofer, but I spent enough of my life engaged in hands on work that I have a pretty good idea of when people are task oriented versus when they're simply trying to look busy. These guys definitely seemed to know what they were doing, without being overly aggressive. Again, I'm not a roofer, but, having my own chores to do outside the house that day, I kept my ears open and was watching out of the corner of my eye. While I appreciate work getting done quickly, what I appreciate far more is the work getting done correctly. It certainly seemed to me Jorge was truly focused on quality, not just speed. I noticed him redirecting efforts a couple times, and calmly taking the time to mentor the new member of his crew. Those guys worked steady all day, except for a remarkably short lunch break, and maintained a positive attitude. Sometime around 4:30, Jorge made the effort to come down and tell me they could be totally done in another 2 to 2 ½ hours if it was okay for them to keep working. That was very respectful. I immediately gave him the okay, and they got it done, including a very conscientious clean up effort, in about 2 hours.

I also appreciated Jess dropping by right as the crew was getting started, again mid-day, and near the end of the day. Each time he touched base both with his crew and with me. I know he was juggling multiple jobs on opposite sides of town that day, but he was patient and relaxed dealing both with me and his crew. That is commendable.

Finally, your office staff: They were responsive, polite, patient, and knowledgeable at each contact, whether by phone or in person.

Thank you for good service. I'm a careful guy, but I've had no qualms about recommending you to a couple of friends who are considering roofing jobs. Please feel free to share my appreciation with Jess, Jorge's crew, and your office staff.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ken Coe". The signature is fluid and cursive, with the first name "Ken" and last name "Coe" clearly distinguishable.

Ken Coe