

Michele Moore

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Saturday, January 3, 2015

Mr. Charles Bell, President
Bell Roofing
457 Flat Shoals Avenue SE
Atlanta, Georgia 30316

Re: New Roof Installed at 2359 Virginia Place NE Atlanta 30305 on December 31, 2014 & January 1, 2015

Greetings Charlie,

The following summarizes my comments to you Friday morning, January 2, 2015 regarding your installation of a new roof on my home at 2359 Virginia Place NE Atlanta 30305 on Wednesday December 31, 2014 and Thursday January 1, 2015:

Your supplier delivered damaged, mismatched roofing shingles and badly curled shingles were installed on the front roof of my house as per the photos I emailed you. It was clear that the curled shingles were not going to lie flat and look attractive within a reasonable period of time, if at all.

Your claim that the materials were checked carefully by the delivery man and your crew did not happen. I was there and watched the materials delivery and your crew and I did not see any such check take place.

There is a color mismatch where your crew replaced the curled shingles with other new shingles which makes the front roof look patched. The color differences indicate the roofing shingles were not all from the same lot. As the roofing materials age unevenly, this patched look will be accentuated over time.

There was a serious lack of professionalism, concern with getting the job done well on time and willingness to communicate on the part of your staff:

Your Crew Chief Pedro does not speak English well and was not present much of the time. Pedro saw the badly curled shingles and told me that would "get better when it got to be 85 degrees." Pedro was not willing to recognize problems and he did not communicate reasonable options for dealing with them.

In Pedro's absence, which was most of the time, your crew used their inability to speak English as an excuse for not communicating.

Your Foreman Morgan visited the site once Wednesday morning December 31st. Morgan told me about his birthday and New Year's party plans and used his affection for Johnny Walker Blue as an excuse for not being available New Year's Day when your crew was working.

Morgan told me he had two other jobs going on and said he had to take off early to get his Georgia automobile tag because his birthday was in December. He said he would be back Friday, January 2nd. Morgan made comments like telling me he had to dump his girlfriend because she was getting too serious.

When I left the site Wednesday, January 31, 2014 at 12:35 pm your crew was in Pedro's truck taking a lunch break. When I returned at 2 pm, the crew was still in Pedro's truck on their lunch break. The crew jumped out of the truck when they saw me arrive. This made me wonder how much longer they would have stayed in the truck had I not returned.

I texted Path expressing concern and was told Morgan said the crew was on schedule, which was not true. Your crew had committed to getting all the areas they'd stripped of roofing dried in before they left that evening and this did not happen.

Your crew knew they would be back Friday morning, January 2nd to clean up. Without asking me, they nailed an unattractive, rough, jaggedly cut piece of raw wood up on a very visible stretch of the front side of my house. When I asked them what I should do with it, someone said "paint it white." That rough piece of wood needs to be removed and replaced with white plastic pvc moulding that looks attractive and will not rot.

Charlie, I just want what all of your customers expect: **1) An attractive new roof that adds value to my home now and in the future; 2) Confidence that the new roof was installed correctly and will last.**

Pedro's crack that I should "wait until the weather gets to be 85 degrees," his failure to get his crew back to work after lunch Wednesday and his disengaged, dismissive attitude when he was on site do not inspire confidence that your crew worked to the best of their abilities.

I did not agree to curled or mismatched roofing shingles on the front of my house when you came by to discuss and bid the job. I told you I needed to return to New York for ongoing litigation.

You called the job "**a disaster.**"

I hope we can resolve this quickly and professionally.

Many thanks and best wishes,

Michele Moore
404-934-1755