

Michele Moore

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Friday, January 30, 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 1/31/2014 - 1/2/2015

Dear Charlie,

Bill Brown and Jay Davis at Heely Brown and Brent Maddux at GAF have been most gracious as they have tried to assist me with the mismatched 3-tabs on my front roof. GAF normally takes 90 days to process these requests, we hope to have their results back sooner.

Contrary to your vigorous assertions there was no problem and that it was absolutely impossible to obtain mismatched 3-tabs, close visual inspection clearly showed the colors were remarkably different and the lot or run numbers were different. I look forward to seeing GAF's response. To summarize what happened:

Your company knowingly installed rippled 3-tabs on the front roof of my house. When I questioned your crew chief Pedro who was watching the rippled 3-tabs being installed, he said "wait until it's 85 degrees." That's not the response of a person who is trying to do a good job for your customer.

It was getting dark and I wanted the job dried in. After I emailed photos to Path Bell the next morning, Pedro agreed to replace the rippled 3-tabs. Pedro used darker shingles which gives my new roof a patched look. The color difference was clearly visible as soon as the sun went behind the clouds. I emailed you photos.

Your explanation that the curled 3-tabs came from the bottom of the pallet pile was appalling. The front roof of my house was done first. There was a whole pallet of good 3-tabs. Why would your crew use obviously curled 3-tabs on the front of my house and not pull them aside and use good 3-tabs for the front of a roof?

Your crew could claim they could not see well at the end of the day, but that was because they had taken a 90 minute lunch break when they were badly behind schedule. They did not complete all the sections they had stripped as promised and had to cover the entire back roof with a tarp. They were not able to clean up and finish the job by the end of the second day as originally planned.

When you came to inspect the job in the rain Friday morning, January 2, 2015, you repeatedly said that you could not see any color mismatch and you adamantly demanded that I accept the job. Fortunately I knew roof shingle change colors when they are wet and I refused.

I pointed out several other problems that had to be resolved besides the mismatched 3-tabs:

- 1) a really rough cut, unsightly, highly visible raw board nailed on the side of the small drop in the roof to the left of the front doorway that needs to be removed and replaced;
- 2) a very visible stretch of gutter right over my deck that had been pulled off the fascia and destroyed that needs to be removed and replaced;
- 3) five asbestos shingles by the small side roof on the side of the house that were badly damaged and need to be removed and replaced. Careful removal in the front protected those shingles.

While these repairs may seem small, it is very hard to find people who will come to Buckhead and fix them at a reasonable charge. I know, because I've tried very hard to find someone to address these problems.

We don't know how GAF will address the mismatched 3-tabs. The lot number difference and the color mismatch were clearly evident and should have been spotted by your crew Thursday morning. We don't know where the darker shingles came from. The situation is so bizarre, GAF may say it was deliberate.

Charlie, you could have acknowledged my objections to the mismatched 3-tabs and the other damages and agreed to try to resolve all the problems. Instead, you aggressively denied any mismatch existed and you repeatedly demanded that I accept the job as it was. This shows very bad faith.

It was only when I delayed paying you and insisted that you address the mismatched 3-tabs that you finally referred my objections to Jay Davis at Heely Brown.

Your behavior shows that you, your company and your crew do not acknowledge your roof installation problems and that you will not stand behind your work without a fight. This makes your warranty worthless.

There is no reason to believe other problems with my roof installation will not appear in the future.

I have a bid from another roofing company for \$2,920 to replace the front roof should GAF not approve my request to replace the mismatched 3-tabs. I need to withhold money to cover that contingency.

I also need to withhold money to address the three previously mentioned incidents of damage caused by your crew's sloppy roof installation. As of yet, I don't know how much that will cost.

I am disputing the invoice Path Bell emailed me.

I am enclosing a check for \$2,000 which I think is exceedingly generous considering the circumstances.

Please address all further correspondence regarding this matter to me at my New York address as we are preparing for depositions and trials there:

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I will have no problem explaining what happened in court and making your very poor practices public record.

Many thanks and best wishes,

Michele Moore
404-934-1755

encls. \$2,000 check to Bell Roofing