

## LETTER OF RECOMMENDATION

**FOR: CAPE COD ROOFING AND SIDING/SKIP SCHIAPPA**

**BY: TONY MONIZ**

**(HOMEOWNER)**

**MATTAPOISETT MASS**

### TO WHOM IT MAY CONCERN:

IT IS MY PLEASURE TO WRITE THIS UNSOLICITED LETTER OF RECOMMENDATION ON BEHALF OF SKIP SCHIAPPA OWNER OF CAPE COD ROOFING AND SIDING. I HAD NO PRIOR RELATIONSHIP WITH SKIP. I DID MY RESEARCH ONLINE AS WELL AS REVIEWED WEBSITES OF LOCAL CONTRACTORS. THE SCOPE OF THE JOB INCLUDED 38 SQUARES OF ROOFING, COPPER ACCENTING AND REPAIR OF A LEAK. I INVITED 6 LOCAL CONTRACTORS TO MEET ME AND PUT A BID ON THE JOB. IT IS IMPORTANT TO NOTE THAT TWO CONTRACTORS NEVER SHOWED UP AS WE AGREED TO A SPECIFIC TIME, BOTH WERE A NO CALL NO SHOW. THREE OTHERS DID IN FACT SHOW UP BUT THEY WERE ALMOST IDENTICAL IN THE SENSE THAT THEY WERE 1 HOUR LATE. ONE CONTRACTOR WAS NOT ONLY ON TIME BUT WAS EARLY, SKIP SHIAPPA!

WHILE HOME REPAIRS IS INHERENTLY STRESSFUL FOR MOST HOMEOWNERS, I WANTED THE CONTRACTOR THAT COULD MAKE THIS PROJECT AS SEAMLESS AS POSSIBLE AND ENSURE THE QUALITY WAS TOP SHELVE. WHILE SKIP'S PRICE WASN'T THE CHEAPEST AND WASN'T THE MOST EXPENSIVE, I HIRED HIM. I HAD AN IMMEDIATE FEELING OF TRUST AND CONFIDENCE IN HIS KNOWLEDGE AND PRIOR EXPERIENCE. SPECIFICALLY, I WOULD GRADE SKIP'S PERFORMANCE AS **ABOVE AND BEYOND** IN THE FOLLOWING AREAS:

1. **QUALITY OF WORK PERFORMED.** THE QUALITY OF WORK WAS TOP NOTCH AND SECOND TO NONE. SKIP'S WORKERS WERE KNOWLEDGEABLE, RESPECTFUL AND QUITE FRANKLY MADE ME TIRED WATCHING THEM. THE ATTENTION TO DETAIL AND CRAFTMANSHIP IS AMAZING, THE COOPER ACCENTS IN THE VALLEY'S AND COOPER RIDGE VENT IS A TOUCH OF OLD SCHOOL THAT HAS UNFORTUNATELY SUNSET AMONGST MOST CONTRACTORS TODAY. SKIP TOOK MUCH PRIDE IN ENSURING THAT MY HOME NOT ONLY WAS GIVEN THE BEST QUALITY ROOF BUT GAVE IT A TOUCH OF DISTINCTION AND CLASS.

**2. PROJECT MANAGEMENT AND COORDINATION.** SKIP'S PRIOR EXPERIENCE WORKING IN CONSTRUCTION PROVED TO BE A VALUED ASSEST DURING THIS PROJECT. HIS PLANNING, COORDINATING AND MANGEMENTMENT SKILLS SHINNED THROUGHOUT THIS PROJECT. HE WAS ABLE TO JUGGLE CURVE BALLS AS THERE WERE PRESENTED, SUCH AS THE REPAIR OF DAMAGED PLYWOOD AND THE NEED FOR FLASHING AND INSULATION PRESENTED WHEN THE ROOF WAS STRIPPED. NO DOWN TIME EVER PRESENTED BECAUSE OF SKIP'S OVERSIGHT AND MANAGEMENT AND CONNECTION TO SUPPLIERS.

**3. RESPONSIVENESS TO MY NEEDS AND CONCERNS:** SKIP'S COMMITMENT TO MY SATISFACTION WAS EVIDENT THROUGH HIS ACTIONS. HE WAS ALWAYS AVAILABLE TO ANSWER A QUESTION AND EXPLAIN THE ANSWER AND SUPPORT IT WITH HISTORICAL PRACTICAL EXAMPLES ON WHY HE WOULD RECOMMEND A PARTICULAR APPLICATION. AT THE TIME OF MY PROJECT HE WAS RUNNING ANOTHER, I ALWAYS FELT LIKE MY JOB WAS THE MOST IMPORTANT JOB TO SKIP. ON MANY OCCASSSIONS DURING THE PROJECT SKIP WAS ON THE ROOF WORKING ALONG SIDE OF HIS CREW, INSTALLING THE COOPER WORKS AND EVALUATING AND ASSESSING.

**4. VALUE.** SKIP'S BID WAS RIGHT IN THE MIDDLE OF THE PACK. HOWEVER, AFTER THE PROJECT WAS COMPLETED AND FINAL PAYMENT WAS MADE. I HAVE NO DOUBT THAT SKIP DELIVERED THE BEST VALUE FOR THE PRICE. HE NEVER ATTEMPTED TO UPCHARGE ME AT ANY STAGE OF THE PROJECT. ACTUALLY, JUST THE OPPOSITE OCCURED AND HE ACTUALLY SAVED ME MONEY WHEN HE CERTAINLY HAD THE ABILITY TO CHARGE ME MORE.

**IN CLOSING, I AM PLEASED WITH THE NEW ROOF AND FINAL PRODUCT PRODUCED BY SKIP. HE IS A RARE BREED IN TODAYS FAST PACED WORLD. NEVER DID SKIP COMPROMISE ON QUALITY TO ENSURE A GREATER PROFIT MARGIN. HE MAINTAINED HIS WORD AND FOLLOWED THROUGH. IT IS WITH PLEASURE AND RESPECT THAT I HIGHLY RECOMMEND SKIP SCHIAPPA TO YOUR NEXT HOME REPAIR.**

**BEST REGARDS,  
TONY**