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**CLAY TERRACE**

January 30, 2008

SENT VIA FAX 317-428-6674

Carolyn Robertson  
GenFlex Roofing Systems  
250 E. 96<sup>th</sup> St., Suite 202  
Indianapolis, IN 46240

Dear Carolyn:

You were referred to me by Melanie. I am the General Manager of Clay Terrace. I would like to request that my warranty repairs be made by Quality Roofing Services. I have a long standing relationship with them and have been so pleased with their quality of service, response and workmanship.

I started management of Clay Terrace in October and have not received the same service from CE Reeves as I have from Quality Roofing Services in my past experiences. Quality operates in the manner that I need to manage my center efficiently. The service program Quality offers is phenomenal. I was told by one of the CE Reeves technicians that they have not had a service department, they would pull someone from an install job to run a leak call; and with the merger between Reeves and another roofing company they were trying to establish one. I want and need a roofing company with experienced service technicians and an established, proven service program.

I'd appreciate it if you could make the change to Quality Roofing Services as soon as possible. I will attach a list of the FBPCO#'s affected. As you are probably aware, Clay Terrace is a compilation of several buildings. At this time, I am still missing two warranties from two buildings that could be Firestone. As soon as I can obtain those warranties and they are Firestone, I will let you know.

Thank you in advance for your cooperation in assisting me to operate Clay Terrace in the proper and efficient manner it needs. Please let me know when I can proceed with Quality Roofing Services. Should you have any questions, please feel free to call me at 818-0725 or email me at [bschick@simon.com](mailto:bschick@simon.com)

Sincerely,



Barbara Schick  
General Manager

Enclosure