

First Baptist Church of West Townsend
461 Main Street, West Townsend, MA 01474
Tel. 978-597-2641

December 10, 2007

Jason Bergeron
NorthStar Construction Services
40 Albert Drive
Leominster, MA 01453

Dear Jay,

When we made the decision to put a new roof on our historic 1836 church building, we had to weigh a number of considerations very carefully. Foremost in our mind was the problem of snow avalanching off the old slate roof, creating an extremely hazardous situation below. Weighing in equally was the considerable investment we had just made in getting rid of the large colony of bats living in the attic and clock tower, and the subsequent environmental clean-up. In order to protect that investment and ensure a bat-free building, the new roof had to be done to the highest specifications, without even the tiniest gaps through which a bat might re-enter. Then there were the aesthetic considerations, replacing slate with a material that would blend with the historic character of the building without appearing disingenuous. Finally, even with a generous grant, we had financial constraints. We needed the highest possible quality solution at a price we could afford.

Balancing quality and price can be a difficult act. Given the above safety considerations, we could not afford any compromise in the quality of the job. We needed a company with rock-solid credentials who could take this job in stride. The right company would be one well-experienced in every aspect of roofing historic buildings, from the nuances of slate, to high-end architectural shingles, to EPDM rubber roofing for the clock tower. In order to achieve the balance of quality and price, we also needed a company with high ethics, who would be fair and honest in their dealings. Finding a company willing to work flexibly with other contractors to make the most of shared resources and time schedules was also very important. Lastly, we needed a project manager with the knowledge, experience, patience, and people skills to work on a job where a number of different people are involved in the process of making decisions.

NorthStar Roofing rose to all of these challenges. For a competitive price, NorthStar provided roofing solutions that met all of our needs. Our new roof holds snow, keeps the bats out (as well as the weather), blends beautifully with the architecture and the neighborhood, was done without any compromise in quality and yet within our budget constraints. We couldn't be more pleased with the results.

We cannot thank you enough, Jay, for your professionalism, patience, expertise, and personal interest in the project along the way. The fact that I could go away for more than two weeks on vacation in the middle of construction and leave you in charge speaks volumes about our confidence in your ability and integrity. We appreciated so much your careful photographic documentation of the project and your responsiveness to all our concerns along the way. You went way above and beyond our expectations to see that any difficulties were set right and that we could feel extremely positive about our experience with NorthStar roofing. Many companies install great roofs, but only NorthStar could give us Jay Bergeron. Thanks for your great part in making this major project a resounding success.

Cordially,



Reverend Kevin Patterson