

June, 1996

Dear Mr. Kent,

We are busy getting organized for an East Coast vacation but felt strongly that this letter should go out to you prior to our departure.

Back in 1975, your company installed windows and doors in our home in Brampton. Now, these many years later, we were ready for replacement windows and doors here in Scarborough. George Kent readily came to mind but, knowing you are located in the west end of the city, we hesitated calling you prior to getting quotes from local contractors. Nevertheless, remembering how impressed we were with your work, we felt we had to contact your office and, if you did not service this area, well at least we tried!

Now our windows and doors have been installed and we just want you to know how pleased we are with the job! It was a pleasure dealing with your employees namely, John Cusimano-our salesman; Steve-our installer; and our contacts with your office, with special reference to Ray, your job scheduler. They are all professionals and certainly an asset to your company. Please extend our thanks to each of them.

We wish you continued success.

Yours very truly,

Lena and Wilf Dawe