

Sutherland Realty Trust
C/O
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November 18, 2015

Mr. James Madden
John Henry Roofing, Inc.
62 Hitchborn Street
Brighton, MA 02135

Dear Jim,

It is not often in my career as a lawyer of 52 years and Trustee of Sutherland Realty Trust for 44 years that I feel compelled to write a letter of commendation to a vendor who has served the trust.


Your company replaced the roof on one of the apartment units we own in Brighton. The project was done expeditiously with minimal interference with the tenants. The job site was left cleaner than when you arrived.

Before I picked your company I had received four bids on this project. Your company was not the lowest bid but it was the best bid based upon reputation, service and clarity of the bid. You answered all my questions and made me feel comfortable as a trustee with a fiduciary responsibility to the beneficiaries of this trust. After our conversation I believed that I was dealing with a company who still had honesty, integrity and truthfulness in its vocabulary. Those qualities are unfortunately fading away today but not at John Henry Roofing I am happy to say.

Anyone reading this letter may ask what proof do I have of this last statement. I will tell you. My account manager over paid the bill by \$1300 which would never have been picked up by this office. However as soon as your office received our final payment Colleen of your company called and told me of our mistake and immediately sent out a check. That action to me is worthy of praise and commendation.

I have no hesitation recommending your company to anyone seeking an honest roofer who does a superior job.

Very Truly Yours,

A handwritten signature in blue ink, appearing to read "Robert R. Capobianco". The signature is fluid and cursive, with a prominent initial "R" and a long, sweeping underline.

Robert R. Capobianco, Attorney and Trustee of
Sutherland Realty Trust