

**TO:** ARTHUR KAUFMAN  
**FROM:** JOHN HOLLAND  
**SUBJECT:** GUTTER WORK AT MY HOUSE  
**DATE:** 12/5/2008  
**CC:**

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THANKS FOR THE GREAT JOB

Arthur - Thanks for the great job on the gutter work at my house. The difference during a rain storm is incredible – no gushing water or puddles. Before your gutter work, I used to hear the rain pounding on the patio or driveway even in the lightest downpour. Now it is so quiet, I'm sometimes surprised to walk outside and find out it is raining and I didn't even know it.

Enclosed is a check for the full amount. I took advantage of your "Up to 2 months to Pay" terms, and that has helped during these tough times. I see you modified your payment terms to extend to 12 months. I think that is a very honorable thing to do to help your customers, and I hope it multiplies the amount of business you get.

If you want to talk about updating your web site to increase your customers and potentially elevate your exposure as an expert on gutters, water damage and/or pressure cleaning, give me a call and we can discuss some of your ideas and mine. My mobile is 561-213-2407.

Best Regards,

John Holland

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