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To whom it may concern:

In 2007, while living in Africa, we purchased a home outside Vancouver in Langley. As a part of the purchase process we had a home inspector do a full inspection of the house. He noted that while the roof was in good shape for a 14 year old, a bit of maintenance would improve its life expectancy. We asked if he knew of any reputable firms that could do such maintenance. One contact that he provided was Gregg McBurnie of Hay's Roof Management.

We contacted Gregg and asked him to check out the roof. Once the weather permitted, he not only checked out the roof but also gave us some suggestions for protecting the drains from clogging and for adding life to our wooden fence. By this time we had moved to Houston, Texas. However, Gregg kept in contact via e-mail. He provided estimates for addressing the roof, the drains and the fence, along with photos and web links to understand the treatment products. We decided what parts of the estimate we wanted to have him do and what we would postpone.

Gregg undertook the work that we had agreed to and sent us a report, along with photos, once the work was done. When on site, he realized that one of the drain protection items turned out to not be necessary and so he did not do that work and told us that the work had not been needed and so reduced the bill accordingly.

It can be a challenge to maintaining a home from a distance but with the help of the internet and people like Gregg, it gave us confidence that the work would be done and our roof now has an extended life. Should we find that we need roofing work in the future, we will not hesitate to go back to Gregg and Hay's Roof Management, wherever we are living.

Rob & Sirje MacWilliam