

Better Business Bureau
Integrity Award Committee

Subject: Bob Seemann – J Robert Roofing

To Whom It May Concern:

In April or May, 2008 I contacted Bob Seemann of J Robert Roofing for an estimate to replace two flat roofs on my townhouse garages. I had worked with Bob at a previous employer, he was our client, and I believed he would be honest with me and provide a fair estimate.

I selected Bob to replace the roofs and they were replaced in the summer of 2008. Subsequent to the replacement of the roofs that winter the roofs leaked. Bob came back and attempted to repair the roofs, and we thought the problem had been fixed. Unfortunately the roofs continued to leak beside the point that Bob made additional attempts to repair the leaks.

In the spring/summer of 2011 I contacted Bob again about the ongoing leaks which at that time he offered a full refund of the original contract price of the roofing job, and he also paid for repairs to the interior of both garages. I didn't even asked for this, but he felt that I would be best served if I found someone who specializes in flat roofs. I felt this was more than fair as the roofs had been on for a couple of years and most contractors in my experience would not have refunded the full amount or would have walked away from it entirely.

The lesson learned here by both Bob and me is that flat roofs are much different from other roofs and Bob's expertise is not in flat roofs. I think he really thought he could do the job and never intended for the result of continued leakage. Also, I think since he knew me he wanted to help me out by giving me a really fair price of replacing my flat roofs. Unfortunately, it just didn't work out. He told me in final business dealings that he will never take on another flat roof job again. He will stick to what he knows best which is residential pitched roofs.

I think integrity really comes in to play through Bob's efforts to make the situation right. When he couldn't fully fixed the problem/leaks. It was really big of him to refund my money and allowing me to find someone who could. I'm sure it wasn't easy for Bob to write a check out for thousands of dollars, but I am happy that he is a man of his business slogan, "Accountability Means Everything."

Sincerely yours,

Jennifer
Bloomington, MN