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1537 E. Walnut Lane  
Philadelphia, PA 19138

May 23, 2011

BELLA BROTHERS  
Construction Inc.  
6533 Rising Sun Avenue  
Philadelphia, PA 19111

Dear Tom and Staff,

I give **BELLA BROTHERS** an A+ for the excellent work that was completed on Friday May 13, 2011! First, it was a pleasure to meet Tom when he came to my home to give me an estimate. He took the edge off with the uncertainty of dealing a contractor. I appreciate his expertise and knowledge for the work that I was requesting. I was getting estimates to have windows installed in my home and I did not want the standard double-hung windows for the front of my home and wanted something with more class for this old home. Tony pulled out brochures of the type of windows that I was looking for, he made some phone calls more information and pricing. The price was more than I wanted to spend, but I by that time I was in love with those windows, but it was more than I wanted to spend. After reviewing all the information and price, I came to the conclusion that I wanted Bella Brothers as my contractor for this job.

I give **BELLA BROTHERS** an A+ for their commitment to service! When I signed the contract, I was told that Greg would call me to set up a date and time to come out to take the measurements, he called me the same day and the appointment was made. He arrived on time, took the measurement and I told him that I was going to give him a check for my second payment. There was no pressure about taking a post dated check because I needed to move the money from another bank account.

I give **BELLA BROTHERS** an A+ for the customer service representatives! I spoke with a couple of the ladies in the office. They are very courteous and professional. I called me to make sure that the money was available for the post dated check before depositing it into my bank account. Now that is service! Working and trying to schedule installation was a little difficult, but the ladies assured me that they would need a full day to install the windows. Based on that information I was scheduled for Friday May 13, 2011 at 8:30am.

I give **BELLA BROTHER** an A+ for the installation team! Greg and his crew arrived around 8:30am. There was a crew of 4 men here to convert my old drab windows with bars into fabulous window with a bright view. They started right away, down came the bars, then the whole frame and windows was out in no time. They continued until the last window was installed, capping, light fixtures, door bell, and address was completed. The men were very professional, funny and serious about what they were doing. They

were done about 4:30pm and there was not a piece of glass, wood, or anything on my carpet or outside around where they were working. They cleaned up were everything. All I had to do was enjoy the view!

**What a pleasure to work with BELLA BROTHERS!**

I was so impressed, I ask Greg if they remodeled kitchens, and when he said YES! I knew that I did not have to look any further for a contractor. I will call **BELLA BROTHERS** for all my contracting needs.

Below are a couple of people that I will refer to BELLA BROTHERS for windows:

Darlene

Phila, PA 19138

Valeria

Sickerville, NJ 08081

If I can ever be a reference for **BELLA BROTHERS** please do not hesitate to contact me. I appreciate you services.

Sincerely



Roslind T. Sanders