



Better Business Bureau of Central, Northern & Western Arizona  
4428 N. 12th Street  
Phoenix, AZ 85014  
Tel: (602) 264-1721 Fax: (602) 263-0997

October 14, 2010

RenCo, LLC  
1248 East Cinnabar  
Phoenix, AZ 85020

RE: Mr. and Mrs. James Howard

We are very glad to inform you of this highly complimentary letter from one of your consumers. It was very refreshing to receive it since about 99% of our mail deals with complaints on companies.

Thank you so much for the favorable experience given to this consumer.

Sincerely,

Esenia Solano  
Dispute Resolution Consultant

October 5, 2010

BBB Consumer Information  
4428 North 12th Street  
Phoenix, Arizona 85014

Refer: RenCo, LLC  
1248 East Cinnabar  
Phoenix, Arizona 85020



Dear Sirs,

This summer we were driving down 12th Street following a truck pulling a construction trailer. As traffic was slow we read the name on the trailer and decided to take down the phone number being in need of some roofing repairs. We had been trying to get ahold of the company that did work for us previously but could get no answer from them. We thought that the work done by [REDACTED] was still under warranty and they didn't want to honor it. Which was not our intention. So we gave up on them.

When we phoned RenCo that day our call was returned within the hour. The next day the work was estimated and a schedule was set up. Our son lives nearby and also needed work done.

Each of the houses had some unusual problems. These were all worked out to our satisfaction and explained to us. The one on our house was poorly laid shingles by [REDACTED] which caused the new leaks. All the problems were taken care of and the work was completed in good order respective of the weather.

RenCo is a family owned and operated company and each of the workers was on time, pleasant, polite, clean, quiet, efficient and cleaned up before they left. If we had any requests such as don't cut any tree limbs or where to place the ladder - off the grass when possible they were happy to oblige.

RenCo is only a few blocks from our house and that was convenient for both of us. We prefer to do business with neighborhood companies.

As you can see we are very pleased with RenCo and are passing the word to anyone who might be in need of roofing repairs or replacement.

Mr. Howard stopped at the BBB office for a form that we might use for this. It seems you have no such form. Unfortunately, there isn't too great a need to commend business as to warrant such a form.

Sincerely,

  
Mr. and Mrs. James Howard  
[REDACTED]