

Mark C

From: Shaun Pather <shaun.pather@gmail.com>
Sent: Friday, 16 October 2020 17:44
To: Mark C
Subject: Reference: MC Roofing (Mark Coimbra, Owner and Manager)

TO WHOM IT MAY CONCERN

I recently contracted MC Roofing for an initial scope of work, and then an added scope of work, at my place of residence. MC Roofing was contracted after I procured 3 quotations.

I awarded the work to MC Roofing in the first instance:

- **Responsiveness:** Mr Coimbra was very responsive to my call. He visited my residence the day of my call, and gave me a verbal overview of the situation with my roof. The quote entailed both cleaning and water-proofing.
- **Professionalism:** I received a quote from MC Roofing within 24 hours of the site inspection. The level of detail and professional knowledge that was displayed in the quote gave me a lot of upfront confidence in MC Roofing. The quote used photographic evidence as a means to explain to me in detail, the proposed work to be undertaken. This was a very different quality of quotation compared to the other two quotes that I received.

I have no hesitation in making an **unreserved recommendation** of MC Roofing, for any roofing, waterproofing, painting and related works for the following reasons:

- **Punctuality and courtesy:** Mr Coimbra called me on each morning of the scheduled work to let me know that he was on the way, and gave me an estimated arrival time;
- **Professional conduct:** He and his team of employees conducted themselves with the utmost professionalism and etiquette throughout the 6 days of work that was undertaken;
- **Daily reports:** The real differentiator for me was the daily updates that I received: At the end of each day, Mr Coimbra sent me a report with photographic evidence of progress. As a result of this I was assured that the work that was undertaken was as per our agreed scope of work, and that it was being done to the level of quality that I expected. Many roofing contractors work on a roof, and expect one to believe the work was done. Not MC Roofing - Mr Coimbra went the extra mile to give me assurance that the work was being carried out as per specification.
- **Professional knowledge:** Over the course of the work, Mr Coimbra gave me very detailed verbal updates on the work, the nature of the water proofing, why he was using a particular method over another etc. This was impressive as this gave me confidence in the work being done - given that my own level of knowledge of roofing and waterproofing is minimal.
- **Going the extra mile:** Mr Coimbra and his team really went the extra mile. Of his own accord, he identified 3 fixes that were not in his scope of work. This included installing new latches on my garden gate, extra varnishing in my pool patio, and refurbishing my boundary light covers.

In all, I have no hesitation to recommend MC Roofing. Mr Coimbra and his team are one in a million. I have dealt with many builders, renovators, etc over several years. MC Roofing stands heads and shoulders over most companies that have done work for me. Mr Coimbra restores my faith in the small business sector, in respect of the provision of open, honest and quality workmanship.

Regards

Professor Shaun Pather
Tel. + 27 84 66 55 55 6
email: shaun.pather@[gmail.com](mailto:shaun.pather@gmail.com)