



From: [Katie Fields](#)
Date: 7/02/2012 2:59:19 PM
To: mail@topgunroofing.com.au
Cc: [Veronica Mill](#)
Subject: Feedback
Hi Peter,

The Master Builders Association yesterday received the below email from one of your clients, Kevin Rawnsley from Mosman Park. It is very complimentary of your expertise and customer service. Well done!

It is always nice to receive positive feedback and appreciation from clients. Most people only find the time to provide negative feedback and to complain unfortunately so this is a refreshing change.

At Master Builders we like to refer members to prospective clients to help their business in the knowledge they will do a good and competent job. You certainly did that, Peter. I thank you for your efforts and hope this "word of mouth" endorsement will bring you more customers.

Keep up the great work!

Regards,
Michael McLean
DIRECTOR



PO Box 167, West Perth WA 6872
Level 1, 35 Havelock Street, West Perth WA 6005
Ph: 08 9476 9800 | F: 08 9476 9801 | E: director@mbawa.com
www.mbawa.com (A-Z Building Information)

-----Original Message-----

From: [Kevin Rawnsley](mailto:kevin.rawnsley@homeinstead.com.au) [mailto:kevin.rawnsley@homeinstead.com.au]
Sent: Monday, 6 February 2012 3:37 PM
To: mba
Subject: Top Gun Roofing

Dear Master Builders Western Australia

I was visited over the weekend by Peter Eldridge of Top Gun Roofing and Restoration. I had been referred to them as members of the MBA.

Following rainwater damage to the wooden ceiling of an extended patio area of our house, we received a property damage report from Construct WA. The report suggested that we engage a roof plumber to attend and check the roof for leaks, which is Colourbond in this section, and inspect the box guttering and flashing. There was also water staining to the parapet walling at the perimeter area of the ceiling.

Peter arrived, by arrangement, at 2.30 pm on Sunday. He read the report from Construct, inspected the obvious damage from below, then went on to the roof for a thorough inspection of the roof, the box gutter, the flashing, and the capping over the parapet wall.

After removing sections, he concluded that the roof was in good order and he could find no evidence of leaks. He believes the problem may be due to the wall itself retaining moisture, and that this may have leaked through to the timbers adjacent on the ceiling.

With the recommendation that we consult with walling or damp control specialists, Peter left us some 90 minutes later. There was no charge for this service.

It seems to me that a less reputable and professional supplier could quite easily have suggested some work on the roof – however unnecessary that may have been.

We were very impressed by Top Gun's approach to helping us with our problem and I consider them a credit to the MBA.

Kind regards
Kevin Rawnsley
38 Saddington Cres
Mosman Park WA 6012