

From: [Redacted]
To: <travis@ajaxroofing.com>
Sent: Tuesday, April 13, 2010 4:30 PM
Subject: closed valley statement

My experience with "closed valley" shingle installation:

I generally consider myself a careful shopper, however when it came time to replace the worn shingles, I simply went with a friend's recommendation for the roofer. I did not think it necessary to become an expert for the normal installation of new shingles on a problem free roof.

When the job was finished I was surprised that the valleys looked different and that metal had not been used. The contract did state "closed custom valleys" and that I discovered meant the valley (where two sloping roofs come together) has shingles that are simply overlapped with a single layer of waterproofing underlayment underneath. I expressed my concern but the roofer stated it would be fine and that is what everyone now wanted. In addition he guaranteed his workmanship for 10 years and the shingles for 25 years.

Five years later I had a major leak and found ice and snow in the valley apparently causing water to back up under the shingles. In the spring the leaks continued whenever there was heavy rain. Checking in the attic I found moldy wet wood beneath the valley area. There obviously had been leakage for a long time.

I called the roofer and left a message stating only my name and number being careful not to tip him off that I was a former customer with a problem. He did call back once, but I am sure it was only because he thought he had new business. I stated the issue, he made some promises and I have not seen nor heard from him since. I did not chase him for long because I was afraid his repairs would also be inadequate. He still upheld his "closed valley" method while I thought more of the same would not be the cure.

What I needed was a "competent" roofer. I started my search and soon found one stating they clean up after other roofer's mistakes and fixing valleys was their #1 repair... BINGO!

I had three requirements: 1) Replace the closed valleys. 2) Replace damaged roofing plywood. 3) Determine exactly where the leak(s) were and ensure the leak(s) would be repaired.

My experience with **Ajax Roofing and Repair** was excellent. They met the requirements and were responsive, professional, knowledgeable and experienced. They had obviously dealt with my situation many times. Time will tell regarding the repairs, but I am happy to have a normal durable roof once again and more importantly to have found a competent roofing company to rely on.

My conclusion: Closed valleys are inadequate for Canadian weather. Metal provides durability and allows the valley to be "open" which enhances clearing of debris, rain, ice and snow. Spend your money once on tried and true methods recommended by true professionals.