

February 11, 2010

Sheen Housing
PO Box 460
Bloomfield, NY 14469

To all at Sheen Housing:

On behalf of my family and myself, I wish to offer our sincerest thanks and gratitude for helping us put a new roof on our home. It is a project we have been trying to accomplish on our own but with our incomes combined we just could not find the money to do the job. On top of this dilemma, during the course of this winter we found out that there is a foot long crack in our furnace's heat exchange. We knew we were now facing at least \$10,000 in repairs. There was no way it would have been possible for us to cover that amount of debt.

On December 31, 2009, we were contacted by The Office for the Aging following up on a weatherization audit which was suppose to be performed on our home. At that time we told them no one had come to perform the audit. The worker was quite concerned as a year had passed and the audit was never done. We reemphasized our need for a roof and the new dilemma of our furnace. It was shortly after this we were contacted by Rosemary and sent an application and given a list of items we needed to submit with it. We compiled these items and completed the application as fast as we could. In return, Rosemary responded in kind. We received an approval for a grant the following day and within 2 weeks of the approval we had a new roof. While we were waiting for the contractors to come and repair the roof one of our gutters crack and broke due to ice buildup. We called Rosemary and asked if the gutters could be replaced and we were told yes without any hesitation. In turn, Hibbs Contracting not only replaced the previous gutter system, but also installed new runs around the entire house.

This has been a burden lifted off our shoulders and we are truly grateful.

Your staff was not just kind and caring but also about doing their job to the fullest extent possible. Rosemary was a great assistance in this whole undertaking and we wish that she be given our gratitude for all of her assistance. She truly is a wonderful person and knows how to do her job well.

Your agency has been a light shining in the darkness for us and for many others. You have been a help when even the County and Federal Governments were unable to help due to our incomes falling just over the income limits placed on many of our government programs. It is programs like yours that keep hope alive in many of us who are waking up day after day praying that nothing will break or tax us more than our everyday expenses because we just do not have the money to cover the costs. We thank God for programs like yours and pray that you will continue to serve other families just as you did ours.

Again, thank you for all that you have done and thank you for all that you do. May God Bless you and keep you.

Gratefully Yours,

Edward