

Clint Phillips
229 Lakewood Dr
Carrollton, GA 30117
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August 4, 2026

Ricky Wilson
Chief Executive Officer and Registered Agent
Wilpro Enterprises, Inc.
14861 Veterans Memorial Hwy
Villa Rica, GA 30180

Sent by Certified Mail, Return Receipt Requested

Re: Request for warranty, contract, and job file documents
229 Lakewood Dr, Carrollton, GA 30117
City of Carrollton permit 20180234
Related to Notice of Claim served July 27, 2026
Complete documentary record: <https://servprofailed.com>

Mr. Wilson,

The complete documentary record of this matter, including the City of Carrollton permit file, the Progressive coverage letter and estimates, the inspection photographs, and the full email correspondence with your office, is published at **servprofailed.com**. I encourage you to review it before responding.

On July 27, 2026, Wilpro Enterprises, Inc. received my Notice of Claim under the Georgia Right to Repair Act, O.C.G.A. 8-2-35 et seq., concerning defective roof installation at 229 Lakewood Dr. That notice speaks for itself and this letter does not modify, replace, or extend it. Wilpro's written response remains due within 30 days of receipt.

I write separately to request documents that are in Wilpro's possession and not in mine.

In September 2024, your construction manager Michelle George took the position that the roof at my home was "phase one of the job and was completed in 2018," that "the vendor was paid in full in August of 2019," and that "therefore the roof is older than 5 years." That position asserts a

warranty of a specific duration with a specific start date. I have never been provided the document that establishes either one. I am asking for it now.

Please produce the following:

1. The written warranty applicable to the roof and to the rebuild at 229 Lakewood Dr, in every version issued, including any warranty passed through from a roofing manufacturer or from Servpro Industries, LLC as franchisor.
2. The signed contract, work authorization, or scope of work for the rebuild, including any change orders and any certificate of completion.
3. Wilpro's job file for the property, including the completion date Wilpro relies on and the document that records it.
4. The identity of the roofing subcontractor or vendor that performed the installation, together with that vendor's invoices and the record of the final payment Ms. George describes as having been made in August 2019.
5. The record of the \$500.00 reimbursement check Ms. George states was issued to me in January 2020, including the date of issue and what it reimbursed.
6. All notes, photographs, estimates, and reports prepared by Brian Wright in connection with his on-site assessment of this roof, and any internal communications regarding his findings.
7. All notes, photographs, and reports from any site visit conducted by Wilpro personnel, including the inspection by the individual identified to me as Colby that your office proposed on September 9, 2024.
8. Any documents Wilpro relies on for the assertion that the roof was completed in 2018.

For reference, the City of Carrollton permit file I obtained on July 19, 2026 shows permit 20180234 issued to Wilpro Enterprises-Servpro on August 27, 2018, on an application signed by Greg Marshall at a declared valuation of \$224,000, with the final inspection passed on May 29, 2019.

Please produce these documents within 30 days of this letter. If Wilpro contends that any requested document does not exist, please say so in writing and identify which one. If Wilpro contends no written warranty was ever issued for this work, please state that plainly as well.

I would prefer to resolve this matter without litigation. Producing these documents is a step toward that. If this matter does proceed to an action, these same documents are subject to

production in discovery.

Sincerely,

Clint Phillips
servprofailed.com