

Celebrating 7 Years in Business



June 22, 2009

Important Notice regarding new State Law in effect July 1, 2009

In 2008, the Pennsylvania Legislature passed the Home Improvement Consumer Protection Act. The law requires that all contractors who perform \$5,000 or more in home improvements in a year must register with the Attorney General's Office. The law goes into effect on July 1, 2009.

Rest assured, Red Rose Pool Service, Inc. has registered and is in compliance with this new Law. We are writing to you today to inform you of how this new Law will affect the way we do business together going forward.

Red Rose Pool Service has always been proud to provide quality, timely service to our valued customers. Unfortunately, for any service, renovation or equipment upgrade in excess of \$500.00, we are required by law to give you a Rescission Period (your right to cancel the transaction) of 3 days before we can complete the services requested. Customers are not permitted by law to waive this right with the exception of "where the goods or services are needed to meet a bona fide immediate personal emergency" and presented to Red Rose in writing. Therefore the days of providing a quick turnaround time are gone due to this law. We are bound by the law to wait 3 days after a contract is signed to perform services.

We wanted to make you aware of this change which affects ALL Home Improvement Contractors in the State of PA. This new law will make it more important than ever, for customers to inform us of pool issues as soon as they arise so that we can begin the process as soon as possible. We ask for your understanding with regard to the waiting period for service with the knowledge that this is not a Red Rose Pool Service standard, but rather a State Law of which we must comply.

We also want to inform you of another relatively new law that you may have heard about in the news recently. The *Virginia Graeme Baker Act* was signed into law by President George W. Bush in 2007. The act established that all public swimming pools have anti-entrapment drains and/or devices installed by the initial deadline of December 19th, 2008. If the pool is not open through the winter, the devices must be installed by their opening day of 2009.

Red Rose Pool Service has been diligently working with all of our Commercial Pool customers to educate and ensure that they are in compliance by pool opening dates this spring. We encourage all of our customers to be aware of this new Federal Law and when using Public Swimming Facilities do not hesitate to inquire if they are in compliance for your safety.

Our industry suspects that in a few years this law will be extended to include residential swimming pools too. Should you have any questions about how you can make your swimming pool safer, please contact us at 295-7000.

Thank you for your business,

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