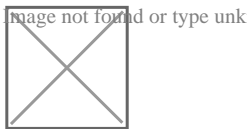
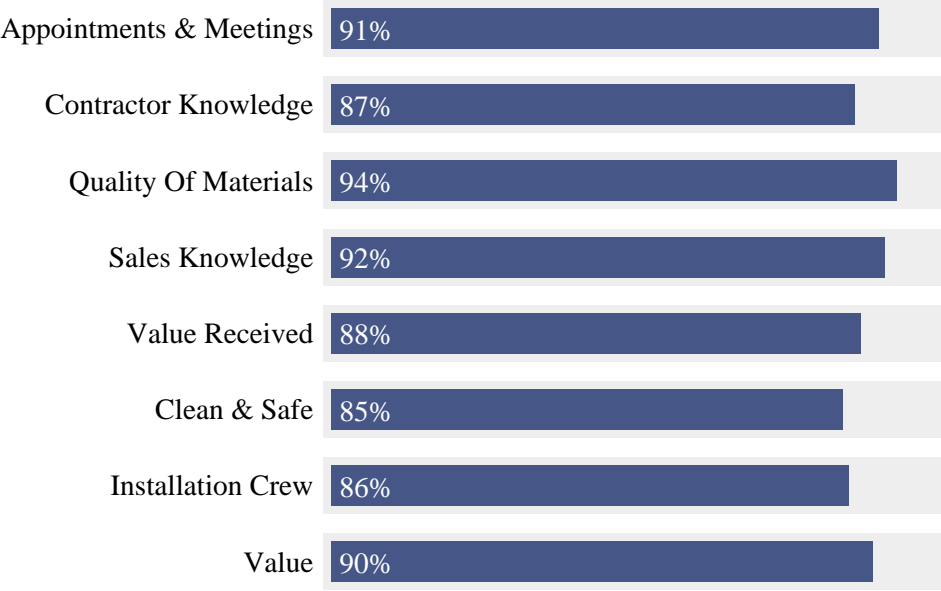


# Accord Group

## Customer Feedback Summary

Of 4,922 surveys sent, 1,924 were responded to



536 SE State Route 291  
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(816) 207-6185  
[www.roofally.com](http://www.roofally.com)

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As a GuildQuality Guildmember, Accord Group relies on our customer surveying to help them deliver an exceptional customer experience.

## Recent Reviews & Published Comments

## FEEDBACK REPORT *for* Accord Group



### REVIEW

Laurie M.  
Macclenny, FL  
Sep 25, 2019



I meet with Kevin in August 2018 and my roof wasn't finished until March 2019, it took them way too long to replace the roof on my home. Also Kevin took pictures of my driveway just in case when the dumpster was delivered and picked up that the truck might crack my driveway, well sure enough the truck picking up the dumpster cracked my driveway in three different locations the person I spoke with was Carol Hannigan with Oak Crest her reply was "she was struggling to get a quote from 4 different company's with no response. You do know that we did not cause all the damage shown in the photos that you sent to me, I can offer you \$500 credit toward the work" My driveway did not look like that before your company started the work and after 7 months to finish my roof I was ready to be done with this.

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### REVIEW

Jobie V.  
Bunker hill, WV  
Sep 08, 2019



We were very satisfied with the staff and work done by SKB! Highly recommend them!

### REVIEW

Tim L.  
Milford, OH  
Aug 22, 2019



Bill Anderson is the best, the best, the BEST! I would recommend him to everybody. He is very good.

### REVIEW

Gale M.  
Tallahassee, FL  
Aug 09, 2019



They did a great job, and the roof looks great.

## FEEDBACK REPORT *for* Accord Group



### REVIEW

Rosa C.  
McKeesport, PA  
Aug 09, 2019



I would be more satisfied if they come back to see the gutter guards they messed up and get that resolved. It's only in the back of the house.

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### REVIEW

Leon B.  
Jacksonville, FL  
Aug 07, 2019



Kaylee St Johns stayed involved with me until the roof replacement was complete, and explained every detail of what I was to expect along each step of the process. I was very impressed and satisfied with her involvement. I suggested a neighbor consider Oak Crest Roofing and they also had their roof replaced by Oak Crest thanks to Kaylee St Johns.

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### REVIEW

Kyle T.  
Pleasant Hill, MO  
Jul 31, 2019



They were professional and fantastic to work with.

### REVIEW

Nedelka R.  
Jacksonville, FL  
Jul 26, 2019



Dawn was great; she was really good.

### REVIEW

Carol B.  
Bethel, OH  
Jul 26, 2019



Bob Henrey was extremely professional and knowledgeable in his product and conduct. He and his crew worked very hard to give me a quality job well done.

### REVIEW

Dalton D.  
Raymore, MO  
Jul 24, 2019



They were very professional, was always on time, and got the job done great.

## FEEDBACK REPORT *for* Accord Group



### REVIEW

Tom T.  
Cincinnati, OH  
Jul 23, 2019



Katina was extremely knowledgeable and helpful in getting our claimed approved.

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### REVIEW

MaryBeth C.  
Hagerstown, MD  
Jul 23, 2019



We had a wonderful experience with them. We haven't had any issues.

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### REVIEW

Brent H.  
Sanford, FL  
Jul 23, 2019



Easy to work with; stuck with me thru the insurance process even though it took 3 months.

### REVIEW

Linda G.  
New Kensington  
(Upper Burrell, PA  
Jul 22, 2019



The workers that came here I don't think were experienced. They broke our fans in the over-hood on the stove. They didn't tell us and tried to jerry-rig fix it. They bought a pipe too small for the roof and used duct tape. They didn't tell us that. They bent the aluminum siding flashing and didn't correct the mould piece of siding near the roof. All of these things had to get fix. Elma didn't get anyone here to fix those and we had to hire another contractor ourselves to fix those. They still owe us \$97 in receipts. We still haven't received our money back.

### REVIEW

Kathy K.  
Jacksonville, FL  
Jul 17, 2019



Could not be more pleased.

## FEEDBACK REPORT *for*

# Accord Group



### REVIEW

Rusty M.  
Raytown, MO  
Jul 16, 2019



Working with Jake and DHI has been a great experience when dealing with the results of a storm. They walked us through everything and helped deal with the difficult and often contrary insurance adjustors.

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### REVIEW

Jason B.  
Bethel, OH  
Jul 16, 2019



THEY DID A GREAT JOB. MY ROOF LOOKS AND FUNCTIONS EXCELLENT SINCE THEY REPLACED.

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### REVIEW

Dennis M.  
Belle Vernon, PA  
Jul 15, 2019



I would absolutely recommend STEVE Kemper to everyone and recommend them to try to get Tracey Kill for their project manager. Customer satisfaction is their goal and they succeed very well at it. They are the best I ever had.

### REVIEW

Iyeidi D.  
Casselberry, FL  
Jul 13, 2019



Oak Crest Roofing was awesome, efficient, and easy to communicate with.

### REVIEW

Paulette S.  
Belton, MO  
Jul 12, 2019



Brian walked us through the whole process and went above and beyond. His attention to detail is excellent. Work was completed on time and DHI did everything they said they would do. The workers did an awesome job of cleaning up after themselves.

### REVIEW

Edward W.  
Pleasant Hill, MO  
Jul 12, 2019



My service representative was extremely helpful, and he gave us the necessary paperwork to file a claim with our insurance company.

### REVIEW

Joseph K.  
Orlando, FL  
Jul 10, 2019



Mauricio was very attentive to everything that I needed to be done. They completed the project in a timely manner.

## FEEDBACK REPORT *for*

# Accord Group



### REVIEW

Cody C.  
Bates City, MO  
Jul 10, 2019



They were very knowledgeable of the issues with my roof. They promised it would be done in one day and they delivered.

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### REVIEW

Suzanne R.  
Orange Park, FL  
Jul 10, 2019



The salesman was outstanding and went above and beyond to make sure our insurance came through and I would recommend them to anyone who needed a roof done.

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### REVIEW

Richard L.  
Orange Park, FL  
Jul 10, 2019



I want to give a lot of credit to CJ, he handled everything for us and was first class and he needs a big bonus! He did a great job for us.

### REVIEW

Marcy V.  
Concinnati, OH  
Jul 10, 2019



I left for work and had a new roof when I returned. Everything was cleaned up and looked great.

### REVIEW

Kristan W.  
Belle Vernon, PA  
Jul 09, 2019



The staff and crew were professional, timely and communicated every detail to us to help us understand the entire process. I highly recommend Steve Kemper Builders!!

### REVIEW

Brandon K.  
Pittsburgh, PA  
Jul 09, 2019



Don was absolutely wonderful to work with. I would recommend both Don and the company to anyone looking for a roof.

### REVIEW

Alisha F.  
Jacksonville, FL  
Jul 09, 2019



Richard was great at explaining everything, and took care of all of the paperwork. My new roof looks great!

FEEDBACK REPORT *for*  
**Accord Group**

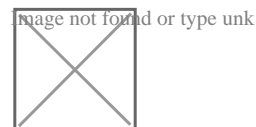
REVIEW

Richard C.  
Green Cove Springs,  
FL

Jul 08, 2019



I had heard many horror stories about people and their dealing with roofing companies. Through out the whole process I worried that I too my become a casualty of a scam. To my great astonishment that was not the case. I only had to pay my deductible and nothing more. I would recommend this company to everyone.



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