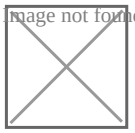
CUSTOMER FEEDBACK REPORT *for*

Couto Construction, Inc



478 N. Front Street
New Bedford , MA 02746
(508) 689-7080
www.coutoconstruction.com

REVIEW
Ashley C.
Somerset, MA
Mar 02, 2023

They were one of the best construction and contractor experiences that I have had.

REVIEW
Rosemarie H.
North Attleboro, MA
Mar 01, 2023

I feel Couto did an excellent job. My yard was left spotless when they left. Everything was completed on time.

REVIEW
Troy P.
Somerset, MA
Nov 29, 2022

We initially had an issue with the placement of the dumpster. They responded on a Saturday to relocate the dumpster to where I wanted it. That is high marks for a company in my opinion.

REVIEW
Sabrina S.
North Providence, RI
Nov 17, 2022

The Staff at the Office were very Professional and Helpful. The Production Crew for my Roof & Windows did an Excellent Job

REVIEW
Lynn T.
Warren, RI
Aug 29, 2022

I couldn't have asked for a better company to take care of the issue. They were an extremely good company and they were professional and knowledgeable. From David Silva all the way to the crew chief, Andy, and the receptionist, they were all easy to talk to and work with. They answered any questions and were polite. It was only a one-day job and it was done quickly, efficiently, and without a problem. They were great and I'd call them again.

REVIEW
Richard P.
N Smithfield, RI
May 06, 2021

Very professional. I like the fact that Couto keeps reaching out via email to see if all is well with my installation. Excellent!!!

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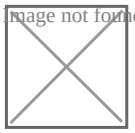
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REVIEW
Matthew J.
Marshfield, MA
Oct 14, 2020
★☆☆☆☆

We sat at my kitchen table and were clear we wanted the Platinum package. I was clear that we were shopping prices. Couto representatives said clearly that they would price match. we received their quote a little over $12,000. We got a quote for the same platinum package from Olyn Roofing. their quote was $11,900. We saw a story about an ethics issue with the owner of Olyn. We asked Couto to price match and they agreed. They said $11,300 and we agreed. When the work began the crew was not aware of the ventilation part of the job and at one point told me that what we all agreed was not adequate ventilation was now OK and they were not installing anything else. I had to push back to get halt the new venting system at the eave not the ridge. What really happened is that Couto while representing price match, went ahead and installed materials from a lower package. I'm calling it bait and switch because we never agreed to a lesser package and they never mentioned anything about the reduction in material quality. I feel like I should have gone with Olyn. after everything Couto called and said they wanted more money !! a couple of hundred short of the original $12,000 quote !

REVIEW
Ronald L.
FALL RIVER, MA
Sep 04, 2020
★★★★★

Couto Construction did a very professional job on my roof. easy to talk to.

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REVIEW
Gene C.
Chepachet, RI
Aug 20, 2020

Several other construction companies that also do similar work, and also advertise on local radio, could flat out, not do the work and did not even consider taking the job. The said there were technical problems with a window near the roof. Couto did the work - without blinking an eye - and did it very well.

REVIEW
Nancy S.
Attleboro, MA
Jul 20, 2020

This should have been an easy job. The lack of project management and administrative has made this a very frustrating experience. Too many details to put here but summary workers were lat due to a broken down truck not communication, I had to constantly call, workers showed up without a ladder, no communication at end of day, roof leaked the next morning worse than the original problem. I was told job was complete the next morning when I asked but then when workers came out second day they did what they were supposed to do in the first place.

REVIEW
Robert A.
New Bedford, MA
Jun 02, 2020

The installation crew was well versed in the roof shingle replacement. They were very quick in the removal of the old shingles and their replacement which was done professionally. The cleanliness of the property after the install was excellent. I would recommend your company without hesitation.

REVIEW
Sal A.
Cumberland, RI
Jun 01, 2020

They did such a great job! I would recommend them to anyone.

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REVIEW
David C.
PAWTUCKET, RI
May 22, 2020

They did a very well job and I will use them again for my next project.

REVIEW
John A.
Rochester, MA
May 21, 2020

Excellent workmanship. Site cleanup needs attention to detail.

REVIEW
Linda S.
N Weymouth, MA
Mar 31, 2020

It's a family business, there were some issues, it was a long process, but it all worked out.

REVIEW
Marguerite L
New Bedford, MA
Mar 03, 2020

The workers were very professional. The person who gave us the estimate listened to us and gave us a proper estimate. The workers were very neat and worked very hard. We would certainly hire them again.

REVIEW
Jim M.
Wareham, MA
Feb 26, 2020

They did a great job and I am satisfied!

REVIEW
Karen B.
New Bedford, MA
Feb 26, 2020

Couto Construction is a great company. They recently did my roof and I'm 100% satisfied. I would highly recommend them .

REVIEW
Betty N.
New Bedford, MA
Jan 06, 2020

They did a great job, they came in completed the work quickly and cleaned up well!

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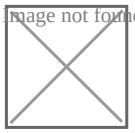
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REVIEW
Bud W.
Rehoboth, MA
Dec 18, 2019

They were a very professional company.

REVIEW
John M.
Bellingham, MA
Dec 10, 2019

The crew was on time, professional, courteous, and very respectful. They worked hard to install my new roofing system, kept the work area clean, and picked up after themselves when the job was done, and made sure I was satisfied prior to leaving for the day.

REVIEW
Bob B.
Fairhaven, MA
Sep 09, 2019

Very professional, totally satisfied with the work and product.Look forward to contacting them again for other projects.

REVIEW
Carol W.
Fall River, MA
Aug 17, 2019

Couto Construction is stellar in its expertise, trustworthiness, timeliness, and desire to do the utmost best work for its c ustomers. For future projects, I'll be sure to contact Couto first!

REVIEW
James M.
Taunton, MA
Aug 15, 2019

Outstanding service all the way around.Great bunch of people to work with would highly recommend them.

REVIEW
Anthony S.
Bourne, MA
Jul 28, 2019

I found the construction crew to be timely, clean and efficient. they did excellent work and were pleasant.

REVIEW
Doria G.
New Bedford, MA
Jul 18, 2019

They were very knowledgeable and their work was excellent. I'm looking forward to working with them in the future.

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REVIEW
William O.
Wareham, MA
Jul 13, 2019

They had a very friendly staff and I appreciate the work they do.

REVIEW
Sharon M.
Dartmouth, MA
Jul 05, 2019

They did a great job at a fair price.

REVIEW
Linda F.
Westport, MA
Jul 02, 2019

Couto Construction did a GREAT job on our new roof. The crew was professional and worked like a well-oiled machine. Everything was cleaned up like they were never there!

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