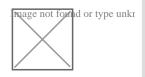
# Aspenmark Roofing & Solar

### **Customer Feedback Summary**

Of 441 surveys sent, 196 were responded to





2947 Blystone Lane Dallas, TX 75220 (214) 823-7663 www.aspenmarkroofing.com

#### GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, Aspenmark Roofing & Solar relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Aspenmark Roofing & Solar in Dallas, TX; Frisco, TX; Plano, TX; Allen, TX; Carrollton, TX; Mckinney, TX; Arlington, TX; Denton, TX; Lewisville, TX; Irving, TX; and 58 other cities in Texas.

#### Recent Reviews & Published Comments

COMMENT

Additional Comment Jun 09, 2016

COMMENT

Additional Comment Jun 03, 2016 Absolutely, as a Home Owner and a Realtor, Miquel was what made the difference. His commitment to do every thing possible to ensure the job was done right, and that he met his deadlines, while listening to his clients needs!

Fair, clear on needed work, helpful in every way!

chems needs

COMMENT

Additional Comment Mar 24, 2016 One of the actually roofers Aurelio and Miguel was also quick to respond to our calls and emails. He was courteous and professional.

COMMENT

Additional Comment Mar 12, 2016 They way he described it and kept in contact with me the whole time through all the phases.



# Aspenmark Roofing & Solar

COMMENT

Additional Comment Jan 18, 2016

I was most satisfied that they did the job right on the first try.

COMMENT

**Additional Comment** Jan 12, 2016

I would hire them again because of their quality of

COMMENT

I was satisfied by the timeliness of the job.

Additional Comment

Dec 17, 2015

COMMENT

Additional Comment Dec 08, 2015

Very professional in the whole estimation process, explaining options and invoicing. Worked effectively with Farmers insurance. Solved any problems or offered solution through the build process.

COMMENT

**Additional Comment** Mar 24, 2015

I would like to recognize Chris and I don't remember the man's name that actually did the work on my property but would recognize him as well. I live in a tight knit community and my neighbors were all watching him closely and they said he did a great job. He really did do a great job.

COMMENT

Additional Comment Mar 17, 2015

I'd like to recognize Melissa Caldwell, my project manager, and Dorothy Thrash. She helped me with my invoicing and billing.

COMMENT

**Additional Comment** Mar 17, 2015

Miguel Alaniz was very helpful in explaining the products and process. He was on site all day and followed up on the work until all was done.

COMMENT

Additional Comment Mar 07, 2015

We have already recommended Aspenmark to a friend.

COMMENT

Additional Comment Mar 03, 2015

I wish we would have used Aspenmark in the first place because we are having a lot of problems with our current roof.

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# Aspenmark Roofing & Solar

COMMENT

Additional Comment Feb 27, 2015

I was really impressed, I thought it was a really good job. They were very clean, there wasn't any trash or anything. They even cleaned up stuff that wasn't even part of their problem. It was good, really good.

COMMENT

Additional Comment Feb 06, 2015 Jesse gave me confidence that aspenmark was exactly what I needed to solve my roofing problem

COMMENT

Additional Comment Feb 03, 2015

Jonathan Smith did an awesome job and guy that explained what he did on the roof and why. He found some problems that I was not aware of that needed to be taken care of so as not to cause additional problems.

COMMENT

Additional Comment Feb 03, 2015

They explained every thing to me what the problems were and why it needed to be fixed. I really appreciated that. The installer explained everything he was doing and why. I would definitely use them again.

COMMENT

Additional Comment Feb 03, 2015

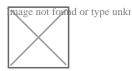
My salesperson, Mark Knotts, was very easy to communicate with and he explained everything.

COMMENT

Additional Comment Feb 02, 2015 Melissa Caldwell was the reason we hired Aspenmark and if she was still there we would gladly hire them again. We got quotes from several roofing contractors and hired Aspenmark because Melissa noticed things that everyone, including the insurance adjuster, had missed. Additionally she was the only contractor that said that she personally would supervised the work. Having her onsite gave us the a lot of confidence in the quality of the job.

COMMENT

Additional Comment Jan 27, 2015 I was most satisfied with their responsiveness.



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# Aspenmark Roofing & Solar

COMMENT

Additional Comment Jan 26, 2015 Kyle was professional and attentive. The initial installer (Antonio?) who came to perform the roofing repairs was very capable, a hard worker, and identified the problem with the old skylight installation causing the leaks. This problem in the flashing was not discernable, until after the old sklylight had been removed, prior to attempting to install the new skylight.

COMMENT

Additional Comment Jan 25, 2015 My husband and I both feel that Tom Herman is a great go to person. His professionalism and knowledge a exemplary. Also, the last person that did the patching on our roof (don't remember his name) was just amazing. You could tell he wanted to do a good job, He even returned the next day to make sure the shingles he replace were laying flat. Just a great young man.

COMMENT

Additional Comment Jan 21, 2015 My contact person, Melissa was very personable and knowledgeable in working with the insurance company.

COMMENT

Additional Comment Jan 06, 2015 I didn't need an entirely new roof which would have generated much more income. My roof just needed repairs. Thank you for your integrity and honesty.

COMMENT

Additional Comment Oct 15, 2014

Mark was really helpful with selecting upgrades for the roof. The installation crew was quick and cleaned up the job site very well.

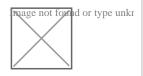
COMMENT

Additional Comment Oct 13, 2014 Yes. Professional and prompt

COMMENT

Additional Comment Oct 02, 2014

We would use Aspenmark Roofing and Solar again and it is primary because they were the only ones we talked to who knew what they were doing and it went really well.



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# Aspenmark Roofing & Solar

Additional Comment Aug 28, 2014

Was able to thoroughly explain the process to someone who had no knowledge of roofing. Was timely in all correspondence & patient.

COMMENT

**Additional Comment** Aug 22, 2014

I don't know of anyone interested right now but I did recommend Aspenmark Roofing & Solar. A woman said she was looking for someone but their friend had just had a bad experience so they didn't know who

COMMENT

**Additional Comment** Aug 22, 2014

they should use. I have her Melissa Caldwell's number.

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The installation crew did an awesome job.