

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

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

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!

COMMENT

Additional Comment
Mar 24, 2016

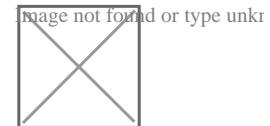
One of the actually roofers Aurelio and Miguel was also quick to respond to our calls and emails. He was courteous and professional.

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 13, 2016

I would hire them again because of their quality of work.

COMMENT

Additional Comment
Dec 17, 2015

I was satisfied by the timeliness of the job.

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

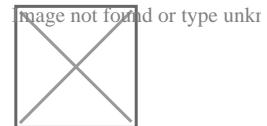
We have already recommended Aspenmark to a friend.

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.

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 03, 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 supervise 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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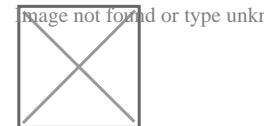
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Aspenmark Roofing & Solar



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 skylight 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 16, 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

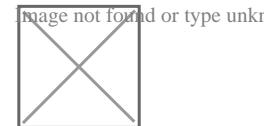
Yes. Professional and prompt

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.

Aspenmark Roofing & Solar

**COMMENT**

Additional Comment
Aug 29, 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 they should use. I have her Melissa Caldwell's number.

COMMENT

Additional Comment
Aug 22, 2014

The installation crew did an awesome job.

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