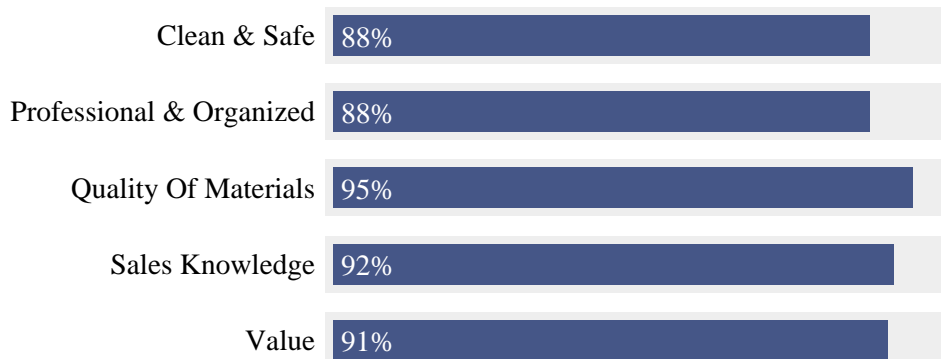


# FEEDBACK REPORT for DHI Roofing



## Customer Feedback Summary

*Of 1,315 surveys sent, 503 were responded to*



536 SE 291 Hwy  
Lee's Summit , MO 64063  
(816) 207-6185  
[www.dhiroofing.com](http://www.dhiroofing.com)

### GUILDMEMBER SINCE 2017

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

We have surveyed customers on behalf of DHI Roofing in Omaha, NE; Independence, MO; Pleasant Hill, MO; Lenexa, KS; Lees Summit, MO; Kansas City, KS; Shawnee, KS; Indianapolis, IN; Kansas City, MO; Highland, KS; and 123 other cities in Colorado, Kansas, Missouri, Nebraska, Indiana, and 4 other states.

## Recent Reviews & Published Comments

### REVIEW

Joanie N.  
Liberty, Mo, MO  
Jun 04, 2020



Julius Wells did an excellent job explaining the process, meeting with my insurance claims professional, helping me pick out the shingles, keeping me informed as we waited for good weather, double checking the work as it was put on, and helping me feel comfortable. I trust Julius and recommend him and DHI roofing to help you with your home.

### REVIEW

Kyle T.  
Pleasant Hill, MO  
Jul 31, 2019



They were professional and fantastic to work with.

### REVIEW

Dalton D.  
Raymore, MO  
Jul 24, 2019



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

### 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 adjusters.

## FEEDBACK REPORT *for* DHI Roofing



### 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.

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### 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.

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### 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

Donna R.  
Kansas City, MO  
Jul 03, 2019  
★★★★★

I sure would recommend them. I may even put something on Facebook too, to give you guys such a good rating. I was very happy with everything.

### REVIEW

Samantha J.  
Brighton, CO  
Jul 02, 2019  
★★★★★

Jared was extremely helpful throughout the entire process. The help that he gave me with my insurance was outstanding.

### REVIEW

Neal S.  
Lees Summit, MO  
Jul 02, 2019  
★★★★★

Brian did great!

### REVIEW

Lanny B.  
Shawnee, KS  
Jun 20, 2019  
★★★★★

Very professional and accomodating

## FEEDBACK REPORT *for* DHI Roofing



### REVIEW

Rob L.  
Belton, MO  
Jun 19, 2019



The best company I have ever dealt with, ever.

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### REVIEW

Robert B.  
Lenexa, KS  
Jun 17, 2019



Here it is 8 months after the initial start of the job and it is not complete. I had problems with the roof replacement, window wraps and guttering. I had to ask for the bill and still waiting on the warranty paperwork. I am the one who keeps sending texts, calling the office and sending emails. I had to hire a person to clean up my yard, and they broke items, like yard lights, window shutters (still waiting for those to be replaced) and still awaiting for the windows to be caulked, very bad job....

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### REVIEW

Alana M.  
Brighton, CO  
Jun 14, 2019



They were awesome to work with, and I would definitely recommend them to anyone.

### REVIEW

James G.  
Raymore, MO  
Jun 05, 2019



Thank you for helping us navigate through the process of getting our roof replaced! We appreciate your excellent service!

### REVIEW

Nanette W.  
Firestone, CO  
May 28, 2019



This has been one of the best companies that we have ever had work for us. They were on time, helpful, and patient with all of the questions that we had. We really enjoyed working with them.

### REVIEW

Gail R.  
Thornton, CO  
May 28, 2019



Jared was AMAZING! I did recommend him to my son.

## FEEDBACK REPORT *for* DHI Roofing



### REVIEW

Alice J.  
Glasgow, MO  
May 28, 2019



Fantastic service and great crew.

### REVIEW

Steve O.  
Shawnee, KS  
May 25, 2019



The owner is very nice. Very personable.

### REVIEW

David M.  
Longmont, CO  
May 24, 2019



Took many months to complete the project that was supposed only take 30-45 days. They subcontract all the work to cheap vendors. The main guy was nice, but overall they were very disorganized and didn't meet commitments.

### REVIEW

Karen M.  
Lee's Summit, MO  
May 24, 2019



I would recommend DHI to anyone. They are on time, thorough, clean, and follow through on everything. They are very professional.

### REVIEW

David D.  
Lees Summit, MO  
May 10, 2019



Brian had to coordinate our new roof (needed because of storm damage) with the removal of bats from our attic, which took weeks because the bats weren't mature enough to fly out. We couldn't be happier with the way all of our mess was handled. Brian and DHI removed the stress from a stressful situation.

### REVIEW

Kenneth G.  
Lees Summit, MO  
Apr 17, 2019



They are everything they seem to be. Jacob was a tremendous help through the process.

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## FEEDBACK REPORT *for* DHI Roofing



### REVIEW

Mike R.  
Thornton, CO  
Apr 17, 2019



DHI was great to work with. Jarred was very professional and great to work with.

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### REVIEW

Bob W.  
Fredrick, CO  
Apr 05, 2019



I was very happy with DHI Roofing! They were professional and did a great job. I am very happy with them.

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### REVIEW

Ryan W.  
Northglen, CO  
Apr 03, 2019



I would use DHI Roofing for all my roofing needs at any of my homes.

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### REVIEW

Doug R.  
Parker, CO  
Apr 03, 2019



Great company, and easy to work with.

### REVIEW

James W.  
Lone Jack, MO  
Apr 03, 2019



They did a professional job. They informed us of things I was not aware of, and they negotiated the best they could with the insurance company.

### REVIEW

Debra F.  
Lenexa, KS  
Mar 19, 2019



As a widow I was worried about being taken advantage of. Chase was very professional and reassuring. Both roofing and gutter crews were professional and knowledgeable. I have and will in the future, recommend DHI to my friends.

### REVIEW

Raye C.  
Johnstown, CO  
Jan 28, 2019



DHI Roofing did an awesome job. Everything was done to our satisfaction and it was great.