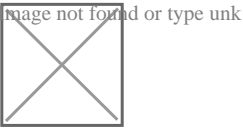


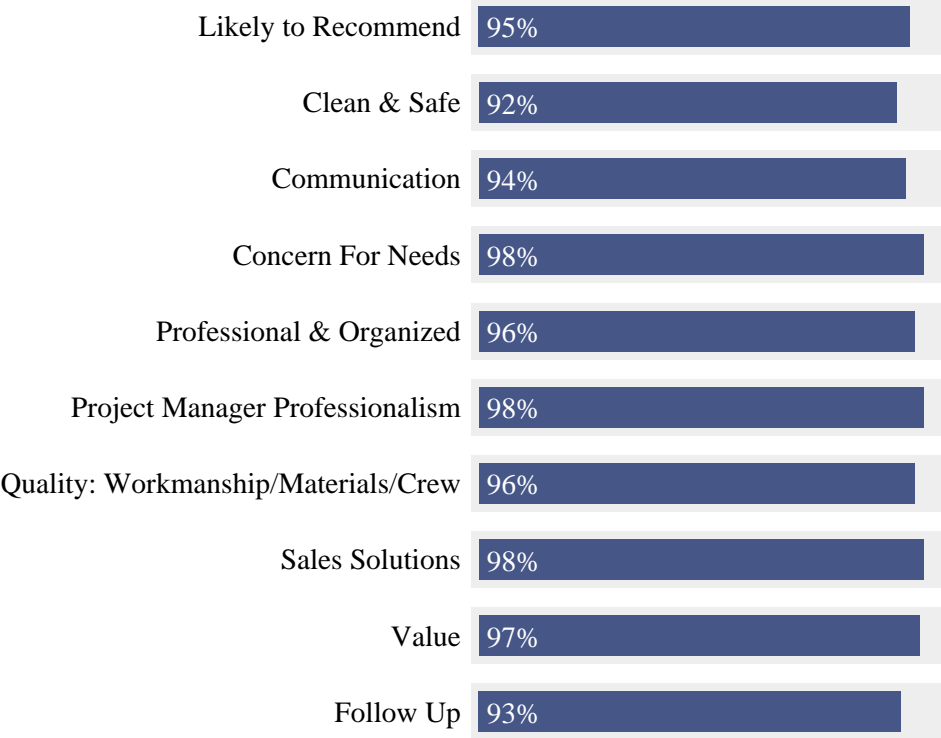
FEEDBACK REPORT for

M&M Roofing Siding & Windows Company - Houston



Customer Feedback Summary

Of 966 surveys sent, 474 were responded to



1656 Townhurst Dr, Suite D
Houston , TX 77043
(713) 880-8210
www.mmroofsiding.com

GUILDMEMBER SINCE 2010

As a GuildQuality Guildmember, M&M Roofing Siding & Windows Company - Houston relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of M&M Roofing Siding & Windows Company - Houston in Houston, TX; League City, TX; Sugar Land, TX; Spring, TX; Katy, TX; Cypress, TX; Lake Charles, LA; Seabrook, TX; Beaumont, TX; Kingwood, TX; and 94 other cities in Texas, Louisiana, Tennessee and Iowa.

Recent Reviews & Published Comments

REVIEW

Jeffrey S.
La Porte, TX
Apr 03, 2023
★★★★★

I was very pleased with the workmanship, men worked well, did what I wanted. Thank you very much,! Elizabeth

REVIEW

Jay C.
Magnolia, TX
Mar 21, 2023
★★★★★

The crew that did the siding, windows, and construction was excellent. They worked with me to help me overcome my concerns and answered any questions.

FEEDBACK REPORT *for*
**M&M Roofing Siding & Windows Company -
Houston**



REVIEW

Jimmy S.
Alvin, TX
Nov 18, 2022
★★★★★

We approached this company while looking for Hardie Siding. We weren't expecting it to be inexpensive, but the outside of our house looked dreary & kind of like it was randomly cobbled together (because it really was- but we had talked about getting new siding for ten years or more!), and M&M Siding fixed it. Their estimate was in the midrange, comparable to other companies, so we decided to go with them, and we couldn't be happier. Crystal Cantu was the best rep EVER & the workers were all very nice too. My only complaint is- why didn't we do it sooner?!

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REVIEW

Charles S.
Sugar Land, TX
Aug 11, 2022
★★★★★

This project was the best project on our home. EVER. Sean is the tops and the work crew were craftsmen!

REVIEW

James P.
ALVIN, TX
Jul 30, 2022
★★★★★

Oscar was the foreman for the siding. He and his crew did an outstanding job. I can't recommend them enough.

REVIEW

Diana S.
HOUSTON, TX
Jul 25, 2022
★★★★★

I just loved everything about them. They were so professional. They did the work in a timely fashion when they said they would do it, which can be an issue sometimes. It is the best experience I have ever had with a company.

REVIEW

Jeff H.
Houston, TX
Mar 31, 2022
★★★★★

Couldn't have asked for a better job to be done. Juan N. and his crew took care of us every step of the way. I would recommend M&M to anyone looking for siding work for their home.

FEEDBACK REPORT *for*
**M&M Roofing Siding & Windows Company -
Houston**



REVIEW

Mark B.
Beaumont, TX
Mar 30, 2022



It was nice that the owner called to thank me for my business. That is, good customer service, and good customer service does go a long way. There was a final walkthrough to make sure it was done to my satisfaction, but I did forget to point out an issue that happened when they were banging on the wall. In my daughter's room, a picture fell when they were banging, and when the picture fell, it broke a plug that was going into the wall. I did contact the salesperson and explained the situation. We set up a Wednesday for him to come look at it, but the Monday before the appointment, he asked if he could stop by since he was in the area. I could not meet him since I was out of town, and I had planned on us meeting on Wednesday of that week. He never reached back out to me or came on the original day we had planned for him too. It did leave a bad taste in my mouth for the salesperson. He did mention that I did need a new roof, but I am not sure if I will use them since he did not follow up with me. The work was done professionally, and it was worth it for me to pay more for the quality I received. I did have good interactions with them when they were doing my work.

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REVIEW

Tommy P.
Houston, TX
Mar 28, 2022



M&M Roofing Siding & Windows Company did what they said they would do, on time and with great craftsmanship. They did a great job on the hardy plank.

FEEDBACK REPORT *for*
**M&M Roofing Siding & Windows Company -
Houston**



REVIEW

Kandy W.
Galveston, TX
Mar 17, 2022



Mike and team always are timely, courteous and repairs made as promised! Wouldn't go with any other company for our home repairs. We have used them on numerous properties now and have never been disappointed. Great company!

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REVIEW

David H.
Houston, TX
Jan 26, 2022



I am thrilled with the final result of my home! M&M did a fantastic job and truly went above and beyond!

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REVIEW

Roland D.
Lake Charles, LA
Jan 17, 2022



The job included replacing my old, cracked redwood siding with Hardie siding. The siding was cracked due to the Hurricane Laura that came through Lake Charles on 8/27/2020. I contacted M&M Roofing and Siding & Windows in April of 2021. Mr. Greg Vincent came to my house and measured dimensions of my house for replacing the siding. He emailed me a detailed estimate on April 15, 2021. After 3 or 4 visits, a revised estimate was completed the including 3 new windows, closing gable vents with siding, installing house wrap, complete replacement of siding, power wash house siding prior to painting with two coats. The project was delayed to Nov 1, 2021 because the windows were special ordered and not completed until October. The siding was removed and replaced in three days. The painting was completed on the fourth day. The job worked out fast and the contractor worked professionally. I would add that most contractors due not meet my approval because they complete the work sloppy, and the craftsmanship is poor. To my surprise the details of the job came out with my complete approval.

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REVIEW

Cheryl C.
Lake Charles, LA
Jan 17, 2022



The salesman and the staff were very professional and worked in a timely manner.

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REVIEW

George S.
Houston, TX
Jan 15, 2022



An awesome company! I do not like dealing with contractors because they communicate poorly, cut corners and milk you on up-charges. Not this company. Their estimate was the most competitive, they were always punctual, finished the project on time, responded to all my communications in a timely manner. I even had a small issue after the work was completed and they returned to fix it in a timely manner. I highly recommend this company for your needs. Juan was an awesome project manager. Thanks for an awesome job with excellent craftsmanship and quality materials.

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REVIEW

Cameron G.
Sugar Land, TX
Jan 14, 2022



Salesman Sean Murphy did an amazing job for M & M Everything, even the smallest detail was addressed promptly. Oscar did a great job as foreman. I always felt that they were working on my house as if it was their own. I will highly recommend M & M to everyone.

REVIEW

Michael L.
League City, TX
Jan 12, 2022



M&M Roofing & Siding did a great job and kept the work area neat as well

FEEDBACK REPORT *for*
**M&M Roofing Siding & Windows Company -
Houston**



REVIEW

Brad B.
Houston, TX
Oct 27, 2021



I have used M&M for a few projects around the house now and they have done a superb job. The last job they did was replace our old siding with new Hardie plank and, paint. The job was done quickly and professionally. All neighbors have commented on the new look of our house.

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REVIEW

Denise A.
Houston, TX
Oct 21, 2021



I would give M&M Home Remodeling Services 5-stars due to the service provided by Joe Ausmus. He provided peace of mind throughout the process. I appreciated the owner's attentiveness. He reached out after the work was completed. He called me personally to see how the service had gone. That is not common in this day, and age. The personal touch by the team was very refreshing. The quality of the work preformed was very good. Any issues or concerns my parents had Joe adequately addressed, checked to see if it had merit, and then adjusted from there. We are very happy with the services preformed, which were a full siding replacement, with soffit, and fascia. It was a high level of work needing to be done. It was done adequately.

REVIEW

Kristen C.
Deer Park, TX
Oct 19, 2021



M&M did such a fantastic job, it totally looks like a new home! Everything from start to finish was taken care of and made so easy! Crystal made sure that the whole process was simple and painless!

REVIEW

Daniel C.
Austin, TX
Oct 15, 2021



Very affordable and competitive, but they were minor hiccups along the way. I would certainly use them again, keeping in mind that you get what you pay for.

FEEDBACK REPORT *for* M&M Roofing Siding & Windows Company - Houston



REVIEW

Jonathan T.
Kingwood, TX
Sep 14, 2021



M&M's services and support has once again exceeded our expectations. Thanks for continuing to make customer service a top priority.

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REVIEW

Ralph S.
houston, TX
Aug 31, 2021



Workers were good. Experienced supervision lacking during siding construction. I suggest you not publish my comment after number 10 as I am not likely to recommend M&M Siding and cannot comment on roofing.

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REVIEW

Jim H.
Houston, TX
Aug 27, 2021



We have used M&M Roofing for roofing (new roof and repairs) and double-pane window installation over a span of 20 years. The quality and professionalism of their work and workers has always been excellent. I recommend M&M Roofing to anyone I know needing these types of services for their homes.

REVIEW

Robert G.
Houston, TX
Aug 25, 2021



M&M Roofing Siding & Windows replaced my 30 year old siding and gutters and I am very pleased with the results. I highly recommend M&M Roofing.

REVIEW

Jim H.
pearland, TX
Jul 07, 2021



The original bid was reasonable and they worked with me on the payment. I only had one issue with the siding and they fixed it quickly and did a good job.

REVIEW

Kathryn G.
nassau bay, TX
Jul 07, 2021



They are a very professional company and do great work! I have referred them 3 or 4 times for people, and they got the work done.

FEEDBACK REPORT *for*
**M&M Roofing Siding & Windows Company -
Houston**



REVIEW

Lorenzo P.
Houston, TX
Jul 05, 2021



The crew overall did a great job and every thing looks great from a distance. There were touch up items discussed that were never completed after a couple phone calls and a text with the manager when he asked if everything went well. AT&T had to come out twice to fixed the fiber cable that was damaged while work was being done even though it was stressed to be careful around it since my only option to work was from home so internet was a necessity. M&M did pay the fees AT&T charged me for two trips so that was good. The project manager was great and easy to talk to otherwise.

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REVIEW

Christopher R.
Houston, TX
Jul 05, 2021



I have used them for a number of jobs at my residence, and Mike McCollum and his crew have always been timely and professional. I am very satisfied with the work they did.

REVIEW

David B.
sugar land, TX
Jul 03, 2021



The guys came out and were very professional in there appearance and workmanship. The job was started and completed in the amount of time proposed and I an very happy with the end result.

REVIEW

Dorothy S.
Houston, TX
Jul 01, 2021



We are pleased with the results.