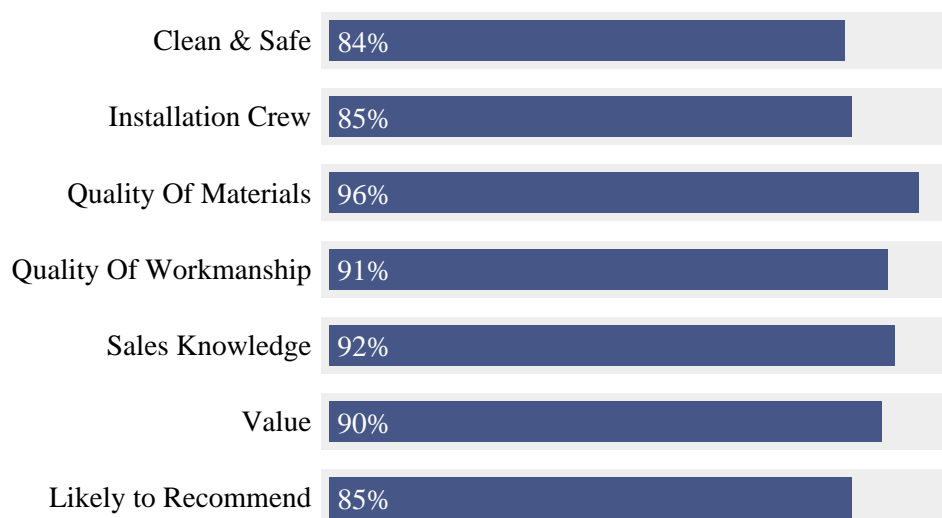


# FEEDBACK REPORT *for* Oak Crest Roofing



## Customer Feedback Summary

*Of 1,276 surveys sent, 543 were responded to*



103 Century 21 Drive,  
Suite 203  
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(904) 680-0058  
[www.oakcrest.com](http://www.oakcrest.com)

### GUILDMEMBER SINCE 2017

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

We have surveyed customers on behalf of Oak Crest Roofing in Jacksonville, FL; Saint Augustine, FL; Orlando, FL; St. Augustine, FL; Tallahassee, FL; Orange Park, FL; Sanford, FL; Macclenny, FL; Green Cove Springs, FL; Saint Johns, FL; and 69 other cities in Florida, Pennsylvania, Indiana, Missouri, Ohio, and 1 other state.

## Recent Reviews & Published Comments

### REVIEW

Laurie M.  
Macclenny, FL  
Sep 25, 2019



I meet with Kevin in August 2018 and my roof wasn't finished until March 2019, it took them way too long to replace the roof on my home. Also Kevin took pictures of my driveway just in case when the dumpster was delivered and picked up that the truck might crack my driveway, well sure enough the truck picking up the dumpster cracked my driveway in three different locations the person I spoke with was Carol Hannigan with Oak Crest her reply was "she was struggling to get a quote from 4 different company's with no response. You do know that we did not cause all the damage shown in the photos that you sent to me, I can offer you \$500 credit toward the work" My driveway did not look like that before your company started the work and after 7 months to finish my roof I was ready to be done with this.

FEEDBACK REPORT *for*

# Oak Crest Roofing



REVIEW

Gale M.  
Tallahassee, FL  
Aug 09, 2019



They did a great job, and the roof looks great.

REVIEW

Leon B.  
Jacksonville, FL  
Aug 07, 2019



Kaylee St Johns stayed involved with me until the roof replacement was complete, and explained every detail of what I was to expect along each step of the process. I was very impressed and satisfied with her involvement. I suggested a neighbor consider Oak Crest Roofing and they also had their roof replaced by Oak Crest thanks to Kaylee St Johns.

REVIEW

Lawrence B.  
Cocoa, FL  
Aug 05, 2019



Great job! Very very professional! Thanks to all that was involved in my Roofing replacement. I would recommend and use this company again and again. The management and workers were very kind. After completion of the job, these guys took their time in making sure that the area was clean. I appreciate this. In closing, I once again apologize for hastily writing a review out of pure frustration. Four star? No way!!! Let's go with eight BIG stars JOB WELL DONE! Thank you.

REVIEW

Nedelka R.  
Jacksonville, FL  
Jul 26, 2019



Dawn was great; she was really good.

REVIEW

Brent H.  
Sanford, FL  
Jul 23, 2019



Easy to work with; stuck with me thru the insurance process even though it took 3 months.

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# Oak Crest Roofing



REVIEW

Kathy K.  
Jacksonville, FL  
Jul 17, 2019



Could not be more pleased.

REVIEW

Iyeidi D.  
Casselberry, FL  
Jul 13, 2019



Oak Crest Roofing was awesome, efficient, and easy to communicate with.

REVIEW

Joseph K.  
Orlando, FL  
Jul 10, 2019



Mauricio was very attentive to everything that I needed to be done. They completed the project in a timely manner.

REVIEW

Suzanne R.  
Orange Park, FL  
Jul 10, 2019



The salesman was outstanding and went above and beyond to make sure our insurance came through and I would recommend them to anyone who needed a roof done.

REVIEW

Richard L.  
Orange Park, FL  
Jul 10, 2019



I want to give a lot of credit to CJ, he handled everything for us and was first class and he needs a big bonus! He did a great job for us.

REVIEW

Alisha F.  
Jacksonville, FL  
Jul 09, 2019



Richard was great at explaining everything, and took care of all of the paperwork. My new roof looks great!

REVIEW

Richard C.  
Green Cove Springs, FL  
Jul 08, 2019



I had heard many horror stories about people and their dealing with roofing companies. Through out the whole process I worried that I too my become a casualty of a scam. To my great astonishment that was not the case. I only had to pay my deductible and nothing more. I would recommend this company to everyone.

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FEEDBACK REPORT *for*

# Oak Crest Roofing



REVIEW

Gloria H.  
Panama City, FL  
Jul 05, 2019



They are outstanding in their workmanship and personal touches.

REVIEW

John Z.  
Orlando, FL  
Jun 28, 2019



I was generally satisfied except for them throwing the trash off the roof like they did. They also dropped my satellite dish, which cost me \$100 from them dropping it to be replaced. They ruined the gutters I had. I previously removed them. Then they came a day earlier than they said, and I didn't have a chance to remove the gutters. They got there and started stripping the roof off, and they threw the old shingles on the gutters.

REVIEW

Richard W.  
Sanford, FL  
Jun 27, 2019



Julian did a fine job of receiving the correct amount of money from the insurance company and had the correct concessions to do that. he was very professional.

REVIEW

Darrell J.  
Jacksonville, FL  
Jun 24, 2019



Sales rep Travis McKinney was professional and courteous.

REVIEW

Letchford L.  
Orange Park, FL  
Jun 21, 2019



CJ went above and beyond. I could not have expected or received better quality or better communications. I would recommend this company and their people to anyone. Our HOA publishes a list of preferred vendors to our residents and CJ and Oak Crest Roofing is now a part of that document.

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FEEDBACK REPORT *for*

# Oak Crest Roofing



REVIEW

Mirosław G.  
Debary, FL  
Jun 19, 2019  
★★★★★

I was very pleased with the whole project from the initial contact through the roof replacement and the followup. Tom - Oak Crest Project Manager was very responsive, courteous, and always on-time. The work of the roofing crew was professional and high quality. I strongly recommend Oak Crest Roofing.

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REVIEW

Lisa V.  
Deltona, FL  
Jun 18, 2019  
★★★★★

I had a great experience with Oak Crest Roofing. They got the work done with the price that was quoted and handled everything with our insurance company making the whole process go smoothly.

**GUILD MEMBER SINCE 2017**

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REVIEW

Jonathan M.  
Orlando, FL  
Jun 18, 2019  
★★★★★

Highly recommended!

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REVIEW

Kevin S.  
Middleburg, FL  
Jun 17, 2019  
★★★★★

The only issue I had was there was damage done to my ceiling in my bedroom, the lanai, and my gutter spout. It was corrected to satisfaction but it just took a long time to get it done. I felt like it should have been done in a more timely fashion.

REVIEW

Christopher R.  
Oviedo, FL  
Jun 16, 2019  
★★★★★

John Stanley at Oak Crest worked with us through the entire process of replacing our roof; he went above and beyond to ensure we got the best deal, and we couldn't have asked for more. Thanks!

REVIEW

Norberto D.  
Jacksonville, FL  
Jun 15, 2019  
★★★★★

Very satisfied with the product, workmanship, and support.

FEEDBACK REPORT *for*

# Oak Crest Roofing



REVIEW

Christopher F.  
Winter Garden, FL  
Jun 14, 2019



Quality of materials and workmanship were stellar, however, the process of dealing with the office was very cumbersome. It took them 2 years to close my contract.

REVIEW

Ione C.  
Tallahassee, FL  
Jun 11, 2019



They did an awesome job. I have no qualms whatsoever, nothing negative to say.

REVIEW

Matty J.  
Jacksonville, FL  
Jun 11, 2019



Oak Crest Roofing provided great service. The project was completed on time and I'm very pleased with the results.

REVIEW

Allison J.  
Cocoa, FL  
May 30, 2019



Oak crest roofing went above and beyond to make the process easy and worked diligently to get my home back to 100%. I will never trust anyone else to work on my roof.

REVIEW

Washington B.  
Jacksonville, FL  
May 30, 2019



Mike was very professional. Jamie is a godsend. Jamie has been willing to work with me. I would recommend the company to anyone.

REVIEW

Kurt L.  
Jacksonville, FL  
May 29, 2019



Excellent job , Richard Field and his crew are professionals . Highly recommend

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