



## Customer Feedback Summary

*Of 13,580 surveys sent, 6,992 were responded to*

Likely to Recommend **87%**

1350 Spring St NW #200  
Atlanta , GA 30309  
(888) 355-9223  
uasrc.org

### GUILDMEMBER SINCE 2014

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

## Recent Reviews & Published Comments

### COMMENT

Additional Comment  
Feb 26, 2020

Nice roof

### COMMENT

Additional Comment  
Feb 10, 2020

Chris was fantastic. Keep hiring awesome people like him.

### COMMENT

Additional Comment  
Jan 14, 2020

Rebecca Koester

### COMMENT

Additional Comment  
Jan 08, 2020

Thank you for all your hard work. The workers were crazy efficient and my new roof is great! No more raining inside!

### COMMENT

Additional Comment  
Jan 08, 2020

Tom, of course! He was awesome. Everybody I met throughout the process was really great but he was my initial point of contact and I don't know everybody else's names.

### COMMENT

Additional Comment  
Jan 08, 2020

Tom worked with me and was very candid and honest about the process and contract as well as what work he would recommend me choosing to do and what to pass on. I really appreciated his help and honesty and couldn't have gotten a new roof without him.

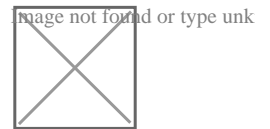
### COMMENT

Additional Comment  
Jan 05, 2020

Erik Carpenter and Solomon

## FEEDBACK REPORT *for*

# UASRC



### COMMENT

Additional Comment  
Jan 05, 2020

Erik Carpenter was extremely helpful in navigating the insurance claim and getting the work completed. He was very open and honest about the process, what we would/could be entitled to, and what the end result would be.

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### COMMENT

Additional Comment  
Jan 02, 2020

Rebecca "Rebby" Koester

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### COMMENT

Additional Comment  
Jan 02, 2020

Our project manager was top notch. She worked diligently to go beyond expectations.

### COMMENT

Additional Comment  
Dec 20, 2019

Tom E

### COMMENT

Additional Comment  
Dec 20, 2019

No complaints

### COMMENT

Additional Comment  
Dec 20, 2019

See # 13.

### COMMENT

Additional Comment  
Dec 18, 2019

I would like to recognize Nate, that guy was awesome.

### COMMENT

Additional Comment  
Dec 18, 2019

I was most satisfied with their communication and their knowledge.

### COMMENT

Additional Comment  
Dec 18, 2019

My project manager talked to me right away.

### COMMENT

Additional Comment  
Dec 18, 2019

They talked to me when they got here and the job was well done.

### COMMENT

Additional Comment  
Dec 13, 2019

Tom Eames coordinated our project from beginning to end. We can't recommend him too highly, and would happily do another project with him.

FEEDBACK REPORT *for*  
**UASRC**



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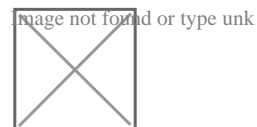
COMMENT Additional Comment Dec 08, 2019	The entire work crew and Drew Stein
COMMENT Additional Comment Dec 08, 2019	Everything
COMMENT Additional Comment Dec 05, 2019	I was most satisfied with the fact that they were very timely and great with their explanation and communication.
COMMENT Additional Comment Dec 03, 2019	Nate Shaffer
COMMENT Additional Comment Dec 03, 2019	Nate Shaffer was extremely helpful, polite, and knowledgeable
COMMENT Additional Comment Nov 27, 2019	Nate was really helpful He presented a reasonable estimate, he worked with my insurance company to get my claim handled, he communicated with me throughout the process and followed up with me once the work was completed.
COMMENT Additional Comment Nov 27, 2019	Communication, quality of work and materials used, crew worked very hard
COMMENT Additional Comment Nov 20, 2019	So far this is the rating I would give; however, to be fair it's only been several months since the completion of the job.
COMMENT Additional Comment Nov 20, 2019	The workmanship after my install was complete.
COMMENT Additional Comment Nov 20, 2019	I have already recommended Roofsmith.
COMMENT Additional Comment Nov 20, 2019	The installers and Nate, the project manager, was really good.

FEEDBACK REPORT *for*  
**UASRC**

COMMENT

Additional Comment  
Nov 20, 2019

They did a good job. I was satisfied with the installation.



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