

CUSTOMER FEEDBACK REPORT *for* Green Living - Torrance



REVIEW

Terry T.
Torrance, CA
Mar 25, 2022



When I had rated them before, the rating scale only went up to five for fantastic. I gave them a ten.

REVIEW

Daniel L.
Imperial Bch, CA
Jul 20, 2021



I am very Happy with my Roof I can't wait for it to rain!

REVIEW

Monique L.
Anaheim, CA
Jun 02, 2021



I don't believe this is a trustworthy business. I wouldn't recommend that anyone use their services.

REVIEW

Ryan T.
Yorba Linda, CA
Apr 09, 2021



Horrible, horrible experience. Use anyone else. From drinking beer on my roof to shingles and nails being all over the place. Never on time and zero communication.

REVIEW

Myriam V.
Torrance, CA
Oct 08, 2020



We were happy that we educated on the quality of the shingles and we were able to actually see a sample before making our decision. Knowing the workmanship involved and the great quality of the shingles, it is reassuring that we feel we made the right decision and our investment will last for years. We are happy with the appearance and happy that we chose Green Living for the replacement of our roof.

2321 Torrance Blvd., Suite
B
Torrance , CA 90501
(844) 398-9697
www.greenlivingca.com

GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Green Living - Torrance relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Green Living - Torrance in Anaheim, CA; Whittier, CA; Long Beach, CA; Norwalk, CA; Torrance, CA; Lakewood, CA; Santa Ana, CA; La Mirada, CA; Huntington Beach, CA; Downey, CA; and 64 other cities in California.

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REVIEW

Catherine L.
Santa Ana, CA
Aug 01, 2020



Sadly, I did not have a good experience with Green Living - Torrance. I was from the initial meet up with our salesperson unfamiliar with the types of pitches they would employ. What I learned was that if I didn't sign up immediately that night, the "offer" they supplied me with was null and void if I didn't sign up right then and there. I was told in the contract that the workers would clean up all job related materials upon them leaving, and when I spoke to our salesman, Jeremy about that, he took a different stance. He said workers would not clean up after themselves. Also, as a business you have to be aware of what the consumer's perceptions might be. My neighbor had a crew of people work on his project/home and I had 1 worker for a week try to finish my roof all alone with no supervision. With everything going on in the world, why would they treat me differently? Because I indeed feel like they treated me much differently then my neighbor.

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REVIEW

Kevin N.
Midway City, CA
Jun 12, 2020



Good

REVIEW

Doris R.
Redondo Beach, CA
Mar 17, 2020



When they do the work, I would like to know what they are doing day by day. Every day I had a different person out here. They never told me which guy was coming. I had to call and talk to the people. I got upset because they didn't tell me each step. I am happy with the job. They did a good job.

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REVIEW

John B.
Buena Park, CA
Mar 05, 2020



I hired Green Living to replace my old 24 year old roof with the Cool Roof system based on the presentation by Ryan Versfelt. He was very detailed in his demonstration and knew what he was talking about. He regularly followed up with me checking on the project progress and sending me progress photos of the work done. I then had them do the Cool Wall system on the exterior stucco as it was in dire need of paint. All in all they did my roof, all new fascia, new rain gutters and the Cool Wall system paint. The place looks brand new on the outside.

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REVIEW

John G.
Rancho Palos
Verdes, CA
Feb 12, 2020



Job is not complete. Unpainted roof pipe. Ignored weeks of e-mails. I was told payment was due even before major work was complete.

REVIEW

John S.
Buena Park, CA
Jan 10, 2020



I am completely pleased with Green Living, the product, the salespersons, the installers, and the quality of workmanship. Without reservation or hesitation, I strongly recommend Green Living for anyone interested in window replacement and upgrade.

REVIEW

Joseph P.
Los Angeles, CA
Jan 01, 2020



Work crew professional. Job completed quickly. Rain season started a couple weeks after completion of the roof installation, no leaks of any kind. Very satisfied with completed roof install. Original sales rep that visited came back mid project and tried to upsell a complete re-painting of house. I did not request any estimate for a paint job on the house. In fact I had just repainted the wood siding about a month before I had the roof replaced.

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REVIEW

Rick S.
Anaheim, CA
Dec 21, 2019



Green Living is very professional and communicated very well.

REVIEW

Wanda B.
Anaheim, CA
Nov 30, 2019



I don't normally respond to front door salesmen but there was something about the Green Living sales person that I wanted to hear more, plus I had some stucco that needed repairing and a new paint for entire outside house.

REVIEW

Dan C.
Huntington Beach, CA
Nov 05, 2019



I was very pleased with the work from Green Living. We got a lot of work done for a fair price. New roof, insulation, new roof sub-foundation, wood repair, rain gutters. All work was done by very competent tradesman. It was a lot easier and painless than expected.

REVIEW

Brad C.
Fullerton, CA
Nov 05, 2019



The Original Salesman was Professional & the Materials & Crew were impressive. the crew worked fast & Efficient. Communication from the office was bad though. I Had Delivery materials Trucks show up sat 7am without prior notice & I had tenants cars in my driveway that I could not move for over an hour. Also make sure to get everything in Writing....as we were promised a back gate with out fence & Rain Gutter...that never happened & they denied any verbal promises.

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REVIEW

Sonny T.
Norwalk, CA
Oct 17, 2019
★★★★★

The salespeople were knowledgeable and friendly. The initial inspection was thorough and they explained in detail all the issues with my home walls and how their cool coat paint would work to address every issue. I had my single story house painted in the cool coat in about a week. At the post-job inspection, I requested some areas that were missed to be touched up or repainted and they complied quickly.

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REVIEW

Nancy B.
Los Angeles, CA
Oct 14, 2019
★★★★★

They are professional, on the ball, and kept me informed at every step. They did a phenomenal job. I'm really pleased. That's why I'm taking the time to talk with you. I was just terribly impressed from start to finish.

REVIEW

Sandra H.
Whittier, CA
Oct 14, 2019
★★★★★

The business process with Green Living went smoothly and on schedule. Each employee I encountered was professional, knowledgeable, and very courteous and accommodating with me and my neighbors.

REVIEW

Celestino C.
Garden Grove, CA
Oct 08, 2019
★★★★★

What a totally professional company!! 5 Stars in every category!!!

REVIEW

Shari L.
Hawthorne, CA
Sep 16, 2019
★★★★★

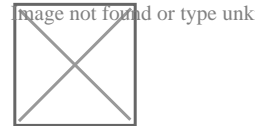
They were fantastic. They were the best company and gave the best service. I am very, very happy.

REVIEW

Henry G.
La Palma, CA
Sep 06, 2019
★★★★★

I do not feel that the sales person properly represented the company.

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REVIEW

James O.
Long Beach, CA
Sep 06, 2019



The job completed by Green Living was done professionally and we are very pleased with the results.

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Tina O.
Lakewood, CA
Sep 04, 2019



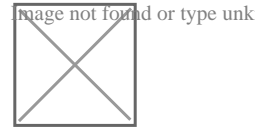
Roof replacement was a bit pricey, however Green Living made it the best experience possible. Project manager, Joana kept me informed daily. Roofers did an exceptional job with a complete tear down and roof replacement finished within 4 days.

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REVIEW

Larry C.
Anaheim, CA
Aug 07, 2019



When we first sat down to do the loan with Ryan, he started us out with paying him a \$1,000 down and \$14,000 loan for 18 months interest free. I did not receive an 18 month interest free loan and had to get money from elsewhere. There was mix up and I'm not sure exactly what happened. I wanted them to start the work before I paid them in full to avoid other options of the interest. I wasn't too happy when I found out I didn't have an interest free loan. We were putting on the three roof turbine vents and I was able to get the low profile vents. The roof already has a ventilation system. They cut a slot in the hip and that was pretty good. My wife said she wanted one in the back. After they got all the roof finished, the inspector came to take a look and signed off. The guy left and we thought he was going to come out back for the last vent. After we called, turns out they charged \$300.00 which wasn't our position. I thought we could get it in with the existing roof. I don't see anything about a 30 year warranty and I'm still going to reach out to them about that. The roof seems like a better material and all the little things seems to be okay.

REVIEW

Anthony O.
West Covina, CA
Jul 08, 2019



Product a little pricey, but overall satisfied. I was only able to afford this because of the low monthly payment that was arranged by the sales person.

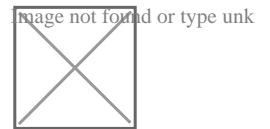
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REVIEW

Elizabeth T.
Lakewood, CA
Jul 05, 2019



I am totally satisfied with the texture coating of the exterior of my home completed by Green Living. My first contact was with sales representative, AJ who was extremely knowledgeable and explained in detail the process and the advantages of the Greentek product and the guarantee for as long as I own the home. I had recently replaced my windows only to find out that I would need to stucco the house where the shutters had been. Green Living was in constant contact with me throughout the process and shared what I should expect with each step. I appreciated that the crew who came in to work arriving on schedule and they were responsive to questions that I had during the process. I was impressed with the crew worked full days to complete the 10-step process in a professional manner. They took care to carefully cover my new windows and to move my outdoor furniture, so that all would be protected during the process. I was not only pleased with the outcome, the color and workmanship was amazing they were able to smooth out the finish of my original stucco. I have had friends and neighbors share that they love the outcome as well. I would definitely recommend Green Living for texture coating.

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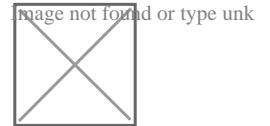
William H.
Bellflower, CA
Jul 01, 2019



I thought they were very friendly and explained every thing they were doing

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REVIEW

Sandra B.
Whittier, CA
May 16, 2019



I wasn't told that my garage was going to get all kinds of nail, trash from the roof all over my things. So how I have to take the time to take everything out and clean . They painted my grass , paint stains on floor .

REVIEW

Martha K.
Yorba Linda, CA
May 08, 2019



The customer service is beyond what is expected. It was really wonderful. I think Jeremy went above and beyond to ensure excellent customer service.

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