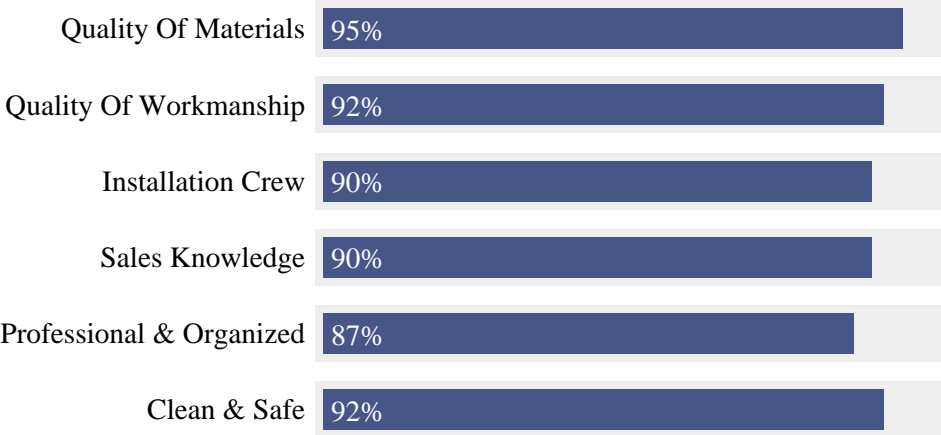


# FEEDBACK REPORT *for* Owens Corning Basement Finishing System



## Customer Feedback Summary *for* Washington-Arlington-Alexandria

*Of 348 surveys sent, 196 were responded to*



One Owens Corning Pkwy  
Toledo , OH 43659  
(800) 227-3636  
1800BASEMENT.com

### GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, Owens Corning Basement Finishing System relies on our customer surveying to help them deliver an exceptional customer experience.

## Recent Reviews & Published Comments

### COMMENT

Additional Comment  
May 02, 2017

I would like to recognize Jose Hernandez for his exceptional service.

### COMMENT

Additional Comment  
May 02, 2017

I was most satisfied with the installer and supervisor for their dedication to their work and delivering quality workmanship.

### COMMENT

Additional Comment  
Oct 26, 2016

This was an 80 year old basement that was very challenging. The construction crew was very clever in working through these challenges and took pride in their work. We are very pleased with the end results. If we had it to do all over again we would.

### COMMENT

Additional Comment  
Sep 14, 2016

Ralph made it easier to understand and made recommendations for work to be done. I did more than just the basement system. The installers were exceptional.

### COMMENT

Additional Comment  
Jun 06, 2016

I was satisfied most with everything. The communication was good, as was the workmanship. The delivery was good. They were on time. They came when they promised to come.

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COMMENT  
Additional Comment  
Jun 02, 2016  
I was satisfied with their promptness, friendliness, and cleanliness.

COMMENT  
Additional Comment  
Jun 02, 2016  
I was most satisfied with Owens Corning Basement Finishing System because the basement looks great. We enjoyed what they did. We are very satisfied with it.

COMMENT  
Additional Comment  
Apr 05, 2016  
It looks really good!

COMMENT  
Additional Comment  
Feb 08, 2016  
I was most satisfied with the partnership with the people that came out, the service, and the update on the plans. They were top notch!

COMMENT  
Additional Comment  
May 20, 2015  
The quality of the work is great! It looks so much better! The materials used are good.

COMMENT  
Additional Comment  
May 04, 2015  
I would like to recognize the whole team. Ralph was really good presenting the product. Bill, the superintendent, did a good job getting set up and getting the crew started. The crew foreman was really good. And the electrician was very helpful and straightened out some problems in the house I didn't know I had. I was very, very pleased.

COMMENT  
Additional Comment  
May 04, 2015  
Everything was great, from the salesperson all the way through the clean up and the punchlist.

COMMENT  
Additional Comment  
Mar 20, 2015  
I thought the construction crew was very professional. They were in and out. These people came in and knew what they were doing. They had all their tools and were well organized. They made it look easy.

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COMMENT  
Additional Comment  
Mar 06, 2015  
I was satisfied with the promptness and speed to which things were done. It was not much disruption to my daily home life. The crew was in and out and they were very professional. The job was completed to high standards.

COMMENT  
Additional Comment  
Feb 11, 2015  
I was satisfied with how quickly it was done. It was cleaned up and the installation and sales crews went the extra mile to help us out.

COMMENT  
Additional Comment  
Feb 07, 2015  
I was satisfied with the whole thing. They were right on it doing what they were contracted to do. I was more than satisfied.

COMMENT  
Additional Comment  
Dec 18, 2014  
I'd like to recognize Reuben and Adrian. They did a fabulous job. They were my crew. I think that Vasoulli, the electrician was excellent. Sergie was great at getting back and forth to me. Ralph gave his number so I could go to him. Also, the guys that put in the access window were a hoot and a half. They were a lot of fun.

COMMENT  
Additional Comment  
Dec 18, 2014  
I would like to recognize the man who was in charge of the project for exceptional service.

COMMENT  
Additional Comment  
Nov 21, 2014  
The construction crew gave exceptional service.

COMMENT  
Additional Comment  
Sep 24, 2014  
Both our Sales Rep and the installation team were absolutely awesome. Very courteous and friendly.

COMMENT  
Additional Comment  
Sep 24, 2014  
Above and beyond our expectations.

COMMENT  
Additional Comment  
Sep 24, 2014  
Totally satisfied with the entire process as we had no idea that the room would turn out so beautiful.

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#### COMMENT

Additional Comment  
Nov 14, 2013

The contractor(s) used for my project were THE BEST! I am thrilled with them and felt COMPLETELY comfortable with them. I want THEM (specifically) when the time comes for me to complete other areas of my basement.

#### COMMENT

Additional Comment  
Nov 14, 2013

Absolutely WONDERFUL! These guys MADE IT. The best! I would not want ANYONE else --- I think I am ruined now for any future projects unless I can get them specifically!

#### COMMENT

Additional Comment  
Oct 29, 2013

The crew member who worked on my basement did a great job. I would like to recognize him for his exceptional service.

#### COMMENT

Additional Comment  
Oct 29, 2013

I am satisfied with the team members. Everyone was professional and asked us a lot of questions to make sure we were satisfied.

#### COMMENT

Additional Comment  
Oct 15, 2013

We appreciated Willie's hard work and his friendly personality. We appreciated how he kept us informed on his progress and his daily plans, etc. and his trustworthiness and his flexibility in working with us.

#### COMMENT

Additional Comment  
Oct 08, 2013

I appreciate how they worked with us on scheduling. I have had a lot of health issues, and that knocked some things around. They rolled with it. I enjoyed my communication with everyone I spoke to. Everyone was very understanding.

#### COMMENT

Additional Comment  
Oct 02, 2013

Dennis, the electrician and team leader was exceptionally good. He communicated effectively and did outstanding work and I would recommend him and his team.

#### COMMENT

Additional Comment  
Sep 19, 2013

Thank you!! We love our new basement!!!!!!