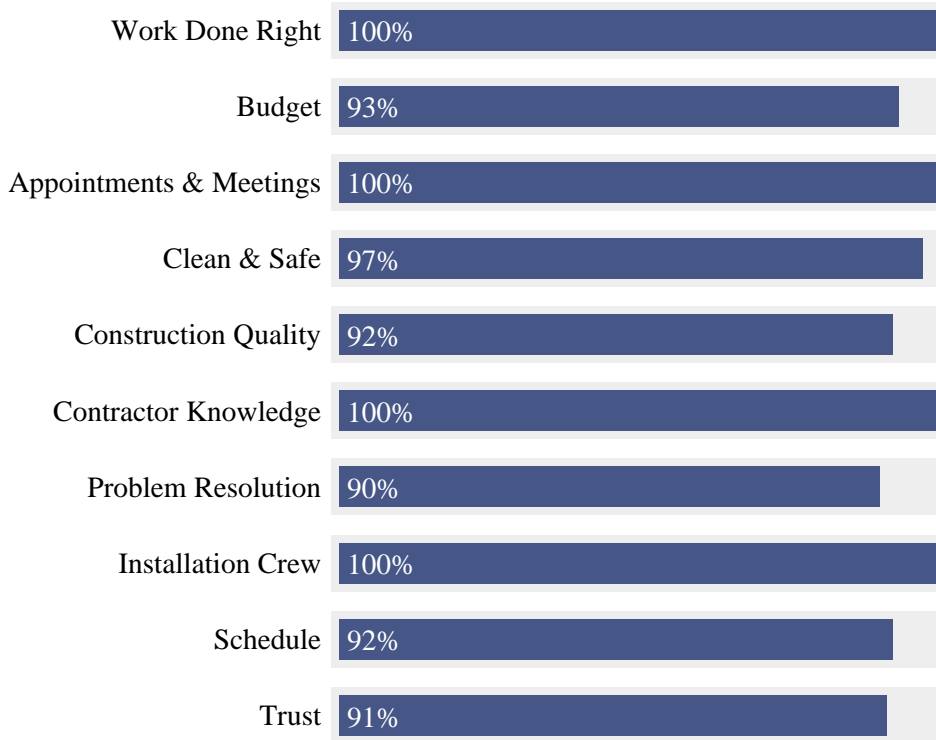


# Eco Home Service

## Customer Feedback Summary

Of 143 customers surveyed, 80 responded



## Recent Reviews & Published Comments

REVIEW

Ed B.  
Woodinville, WA  
Mar 25, 2017



Eco handled our roof project with professionalism. The sub-contractors and employees followed through on everything. They kept the project area clean and picked up debris throughout the project. I would recommend Eco to anyone.

REVIEW

Gil G.  
Snohomish, WA  
Jan 25, 2017



Weather was always a factor, but the the job was completed in a timely manner and the quality of the work and materials were very good. The workers were hard working people and did a good job.



18122 State Rt. 9  
Snohomish , WA 98296  
(425) 250-5557  
[www.ecorooftservice.com](http://www.ecorooftservice.com)

### GUILDMEMBER SINCE 2016

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

We have surveyed customers on behalf of Eco Home Service in Seattle, WA; Everett, WA; Bothell, WA; Lake Stevens, WA; Bellevue, WA; Edmonds, WA; Snohomish, WA; Arlington, WA; Woodinville, WA; Kirkland, WA; and 30 other cities in Washington.

In this report, Eco Home Service has published a summary of the customer feedback they've received since they joined GuildQuality in January 2016. In that time, 80 out of 143 customers (56%) responded to a GuildQuality satisfaction survey, with the most recent response in April 2017.

CUSTOMER FEEDBACK REPORT *for*

# Eco Home Service



REVIEW

Ken M.  
Marysville, WA  
Dec 19, 2016



The plan from start to finish was completed on time and within budget, with a courteous and caring manner.

REVIEW

Eugene P.  
Seattle, WA  
Nov 18, 2016



Eco Roof = A disaster. Dumpster overloaded and punched holes in driveway. Metal ridge ends not done properly after modification. Raw ends. Owner said "will fix but charge you time and material". Roof leaked after installation. Gutters not connected properly, finally after several complaints. Owner did not fully understand California gutters. Finally replaced gas chimney after they did the damage. I recommend that you use another company.

REVIEW

Gene T.  
Lake Stevens, WA  
Oct 20, 2016



They were very very fast they. Did it in a very quick time.

REVIEW

Kyle S.  
Lake Stevens, WA  
Oct 18, 2016



Eco was actually my highest bid but they sold me with a thorough sales pitch and demonstration of the materials used. I'm happy with the service I received - They arrived on time, finished on time and did a good job. I would use Eco Roof Service again

REVIEW

David S.  
Everett, WA  
Oct 17, 2016



The job required several days to complete but it was done before the downpours we had during the storms and they handled to fir and cedar fallout just fine! We are very satisfied with our decision to go with Eco Roof Service.

REVIEW

Jennifer S.  
Marysville, WA  
Oct 17, 2016



They did a great job! I was very satisfied.

18122 State Rt. 9  
Snohomish , WA 98296  
(425) 250-5557  
[www.ecorooftservice.com](http://www.ecorooftservice.com)

**GUILDMEMBER SINCE 2016**

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

We have surveyed customers on behalf of Eco Home Service in Seattle, WA; Everett, WA; Bothell, WA; Lake Stevens, WA; Bellevue, WA; Edmonds, WA; Snohomish, WA; Arlington, WA; Woodinville, WA; Kirkland, WA; and 30 other cities in Washington.

In this report, Eco Home Service has published a summary of the customer feedback they've received since they joined GuildQuality in January 2016. In that time, 80 out of 143 customers (56%) responded to a GuildQuality satisfaction survey, with the most recent response in April 2017.

CUSTOMER FEEDBACK REPORT *for*

# Eco Home Service



REVIEW

Randy B.  
Maple Valley, WA  
Sep 30, 2016



They did impressive, quality work. I was a very satisfied customer. They exceeded our expectations.

REVIEW

R.R.M.  
Seattle, WA  
Sep 26, 2016



I am satisfied with the work they did.

REVIEW

David T.  
Seattle, WA  
Sep 13, 2016



they did hard and good work on my roof., I know my roof is not not easy to do, my house have 3 sun roofs and 2 fire chimneys. need to do more of work for the flashing. and I had one bedroom is very steep roof.

REVIEW

Randy L.  
Bothell, WA  
Aug 18, 2016



Very satisfied!

REVIEW

Boyd B.  
Seattle, WA  
Jul 07, 2016



I was totally pleased with the process of searching for a roofing service and the job done by ECO Roofing.

REVIEW

Charles R.  
Everett, WA  
Apr 28, 2016



I would highly recommend ecr roofing service to anyone.ecr roofing is the one I will use in the future if and when I need roofing.

REVIEW

Stephen W.  
Snoqualmie, WA  
Mar 24, 2016



Great customer service. Had some rain delays that unavoidably delayed the start, but once it cleared up they brought in a big crew to complete the job on time.

18122 State Rt. 9  
Snohomish , WA 98296  
(425) 250-5557  
www.ecorooftservice.com

**GUILDMEMBER SINCE 2016**

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

We have surveyed customers on behalf of Eco Home Service in Seattle, WA; Everett, WA; Bothell, WA; Lake Stevens, WA; Bellevue, WA; Edmonds, WA; Snohomish, WA; Arlington, WA; Woodinville, WA; Kirkland, WA; and 30 other cities in Washington.

In this report, Eco Home Service has published a summary of the customer feedback they've received since they joined GuildQuality in January 2016. In that time, 80 out of 143 customers (56%) responded to a GuildQuality satisfaction survey, with the most recent response in April 2017.

CUSTOMER FEEDBACK REPORT *for*

# Eco Home Service



18122 State Rt. 9  
Snohomish , WA 98296  
(425) 250-5557  
www.ecorooftservice.com

REVIEW

Rik S.  
Auburn, WA  
Mar 23, 2016  
★★★★★

This was a 3-layer tearoff with roof replacement and new gutters. Due to lots of rain we could not complete as originally scheduled, but the project manager kept in touch and scheduled as soon as the weather cleared. The contractors were professional, timely and willing to solve small issues to our satisfaction.

REVIEW

Joyce W.  
Mount Lake Terrace,  
WA  
Mar 22, 2016  
★★★★★

Can't say enough about the whole project. Start to finish, very professional. Terrific!

REVIEW

Mike N.  
Woodinville, WA  
Mar 21, 2016  
★★★★★

It was a pleasure doing business with them.

REVIEW

Jerrica S.  
Des Moines, WA  
Mar 04, 2016  
★★★★★

Though the job ended up being more complex than we originally thought, the team at Ecoroof completed the job within the stated bid price and worked with my schedule to see that everything was completed and installed correctly.

REVIEW

Kr M.  
Issaquah, WA  
Jan 30, 2016  
★★★★★

As great an experience as you can have getting a new roof.

COMMENT

Additional Comment  
Jan 26, 2016

I was most satisfied with the time it took to get the job done.

COMMENT

Additional Comment  
Jan 26, 2016

I'm totally satisfied and happy.

COMMENT

Additional Comment  
Jan 26, 2016

I never had any problems and they kept in touch with me.

**GUILDMEMBER SINCE 2016**

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

We have surveyed customers on behalf of Eco Home Service in Seattle, WA; Everett, WA; Bothell, WA; Lake Stevens, WA; Bellevue, WA; Edmonds, WA; Snohomish, WA; Arlington, WA; Woodinville, WA; Kirkland, WA; and 30 other cities in Washington.

In this report, Eco Home Service has published a summary of the customer feedback they've received since they joined GuildQuality in January 2016. In that time, 80 out of 143 customers (56%) responded to a GuildQuality satisfaction survey, with the most recent response in April 2017.

CUSTOMER FEEDBACK REPORT *for*

# Eco Home Service



COMMENT  
Additional Comment  
Jan 26, 2016

They didn't fall short. For my first project on a roof, it was great.

COMMENT  
Additional Comment  
Jan 26, 2016

I was most satisfied with the timeliness, speed, getting the materials there when they said they would, and getting the project done and completed. I was amazed.

REVIEW  
Kathy P.  
Carnation, WA  
Jan 26, 2016



I am 100% satisfied with the work, courtesy, and speed. It's a wonderful job!

REVIEW  
Dave M.  
Everett, WA  
Jan 21, 2016



After a late start Eco Roof Service was very professional and precise in their workmanship.

COMMENT  
Additional Comment  
Jan 21, 2016

The roof in general is great. The work they did in removing the garage roof to the (bare bones) of the roof, was well done.

COMMENT  
Additional Comment  
Jan 19, 2016

All of our expectations were met, even exceeded, and this was a great experience over all!

18122 State Rt. 9  
Snohomish , WA 98296  
(425) 250-5557  
[www.ecorooftservice.com](http://www.ecorooftservice.com)

#### **GUILDMEMBER SINCE 2016**

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

We have surveyed customers on behalf of Eco Home Service in Seattle, WA; Everett, WA; Bothell, WA; Lake Stevens, WA; Bellevue, WA; Edmonds, WA; Snohomish, WA; Arlington, WA; Woodinville, WA; Kirkland, WA; and 30 other cities in Washington.

In this report, Eco Home Service has published a summary of the customer feedback they've received since they joined GuildQuality in January 2016. In that time, 80 out of 143 customers (56%) responded to a GuildQuality satisfaction survey, with the most recent response in April 2017.