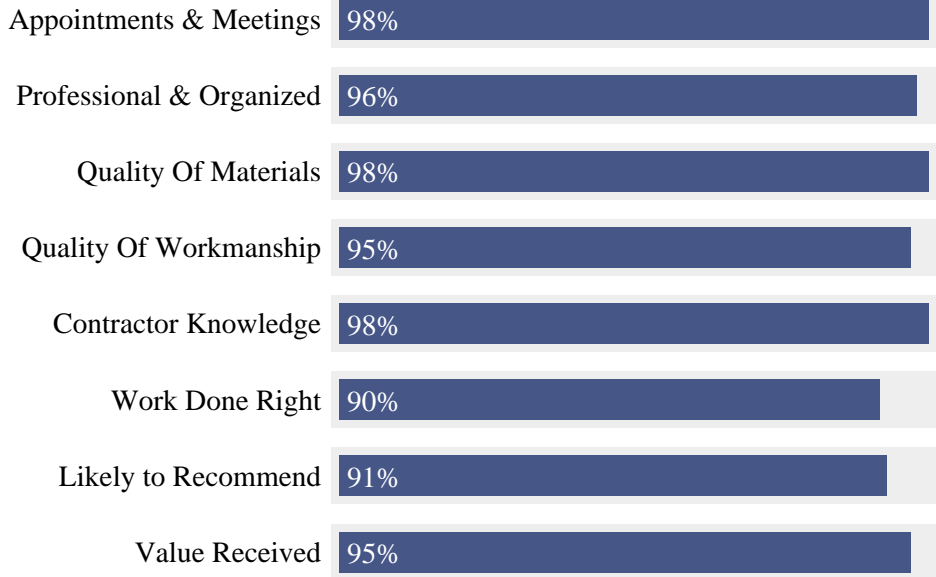


Mark J Fisher Roofing, LLC

Customer Feedback Summary

Of 388 customers surveyed, 174 responded



203 S West End Blvd
Quakertown, PA 18951
(215) 723-9234
www.fisherroofing.biz

GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Mark J Fisher Roofing, LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Mark J Fisher Roofing, LLC in Quakertown, PA; Norristown, PA; Allentown, PA; Telford, PA; Reading, PA; Pottstown, PA; Lansdale, PA; Bethlehem, PA; Perkasie, PA; Ambler, PA; and 97 other cities in Pennsylvania.

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Recent Reviews & Published Comments

REVIEW

George S.
Allentown, PA
Aug 18, 2019



Very impressed with skills and team work demonstrated by the Mark J Fisher team.

REVIEW

Frank B.
Quakertown, PA
Jul 24, 2019



The product and laborers are great, got the job done. The company needs to get better with their communication skills.

REVIEW

Robert R.
Reading, PA
Jul 24, 2019



They were very efficient. They left the job site absolutely clean. I've seen so many companies leave a mess but with them, you wouldn't have known they were here. It looks great on the roof and the ground!

CUSTOMER FEEDBACK REPORT *for*

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REVIEW

Carey D.
Philadelphia, PA
Jun 01, 2019



We really appreciate the time and care they gave talking us through the project and the options. They followed through professionally and had

REVIEW

Terry L.
Doylestown, PA
Mar 02, 2019



I am happy with the job! They did the job well!

REVIEW

Angel L.
Philadelphia, PA
Jan 25, 2019



They provide great services but they aren't cheap.

REVIEW

Wanda S.
Boyertown, PA
Nov 08, 2018



They were a pleasure to work with.

REVIEW

Michael D.
Boyertown, PA
Oct 26, 2018



Rich and his crew are professional and helpful. We are senior citizens and they were right there to help.

REVIEW

Dawn K.
Quakertown, PA
Oct 25, 2018



I am very satisfied with the work performed by the company.

REVIEW

Kevin B.
Quakertown, PA
Oct 25, 2018



They were very courteous and the work was completed as we discussed. We have had no problems with the work done.

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REVIEW

Tom L.
Orwigsburg, PA
Aug 17, 2018



The salesman was easy to deal with and bent over backward to quote the job. He met with me multiple times to make sure I was satisfied with all that I was getting. The quality of my project is very good. I am very satisfied with the job. Mark J. Fisher Roofing, LLC even went out of their coverage area in order to complete my work.

REVIEW

Mike G.
Harleysville, PA
May 30, 2018



I was extremely satisfied with the overall performance of Mark J Fisher Roofing!

Mark J Fisher Roofing, LLC

REVIEW

Andrea R.
Jenkintown, PA
Apr 15, 2018



Problems and more problems! The communication issues started with our sales person, who upsold us a new attic fan and never told us that the company would not completely install it and make sure it was functioning properly. Then the work crew showed up, and only one of the guys had even a basic fluency in English. (Questions like "Are you done?" were met with puzzled stares and silence.) The job supervisor spoke English but was not always there. The site was cluttered, and I could barely get in and out of my house - one time a box of nails was left on my front steps, which I had to avoid tripping over when I left. Then a port-a-potty, which I had specifically said I did not want in my postage-stamp-sized front yard, was delivered anyway, and was left blocking the walkway to a back apartment, so my elderly mother who uses a walker could not get out. When I complained about the issues, I was given different answers by different representatives. When I outlined in writing and in detail the serious customer service issues and asked for a 10% price reduction, I was sent two \$25 Applebees gift cards instead and offered a free customer protection plan since "peace of mind is more important than money" (yes, one of their representatives actually said that in an e-mail). A \$50 gift card for a \$14,000+ job?! That is less than 1/2 of 1%. Give me a break. We are all human and we all make mistakes, but when a company refuses to truly make things right for their customers, that is a serious problem.



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REVIEW

Sherri D.
Gilbertsville, PA
Jan 23, 2018



They need to be responsible for their work before and after the job. I now have drywall and stucco issues. The house is nineteen years and I didn't have the cracks before the installation of the roof.

REVIEW

Bonnie P.
Lansdale, PA
Nov 28, 2017



They are very professional and they did an excellent job. They are hard workers and I would recommend them to anybody, they are very polite people.

REVIEW

Eric T.
Gilbertsville, PA
Nov 14, 2017



Quality service!

REVIEW

Don Z.
Pennsburg, PA
Oct 17, 2017



I was very satisfied. Bobby Fisher explained everything and did a wonderful job. Rich did a wonderful job. The crew was exceptional.

REVIEW

Ken V.
Hilltown, PA
Sep 08, 2017



I would hire them again. They were terrific. They done a beautiful job.

REVIEW

Willie F.
Allentown, PA
Jul 24, 2017



They did a very good job and I'm satisfied!

REVIEW

Samuel B.
Boyetown, PA
Jul 18, 2017



I was not happy with how they left my window. It obviously looks bad, they said it looks bad, but they did not fix it.

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REVIEW

Robert M.
Ambler, PA
Jun 26, 2017



They are very helpful with resolving any issues in a timely manner.

REVIEW

David G.
Center Valley, PA
Jun 17, 2017



I felt like I got a high priced professional service where they covered all the bases, for a very fair price.

REVIEW

Tom D.
Center Valley, PA
Jun 13, 2017



They were fantastic!

REVIEW

Altamese L.
Pottstown, PA
Apr 05, 2017



I am very happy because there has been no rain coming through my roof anymore.

REVIEW

Paulette M.
Wyncote, PA
Feb 16, 2017



The one worker who first came out was professional, helpful, and he continually checked up on me. I would recommend them to someone else.

REVIEW

Michael B.
Sellersville, PA
Feb 15, 2017



Professional and quick. Had our roof replaced in one day.

REVIEW

David F.
Hamburg, PA
Jan 21, 2017



Mark J Fisher Roofing did a great job and they have a very pleasant staff.

CUSTOMER FEEDBACK REPORT *for*

Mark J Fisher Roofing, LLC

REVIEW

Biff B.
Macungie, PA
Oct 18, 2016
★★★★★

I think they did a great job from quality of material and workmanship. They are experts in what they do.

REVIEW

Val S.
Bethlehem, PA
Oct 10, 2016
★★★★★

The Fisher roof workers worked very hard and did great job installing my new roof shingles. the clean up could have been better, but I could see how tired these workers were.

REVIEW

John P.
Newtown, PA
Oct 06, 2016
★★★★★

I have the best roof in my neighborhood now.



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