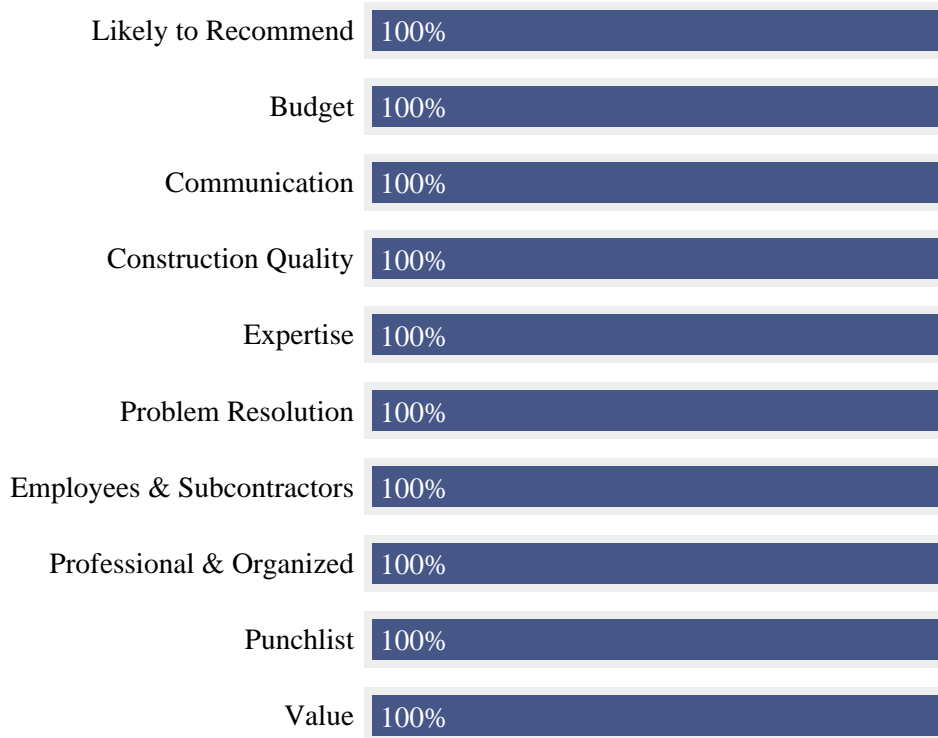


# Moss Roofing

## Customer Feedback Summary

Of 54 customers surveyed, 33 responded



## Recent Reviews & Published Comments

REVIEW

Tierney L.  
Westfield, IN  
Apr 14, 2016



They were honest, professional, and timely. Out of all of the 5 companies I interviewed, I felt most comfortable with them.

REVIEW

Todd A.  
Greenwood, IN  
Nov 02, 2015



My entire experience was exceptional.



4800 W. Smith Valley Rd.,  
Ste D  
Greenwood , IN 46142  
(317) 784-3227  
mossroofing.com

### GUILDMEMBER SINCE 2015

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

We have surveyed customers on behalf of Moss Roofing in Indianapolis, IN; Greenwood, IN; Carmel, IN; Westfield, IN; Fishers, IN; Mooresville, IN; Whiteland, IN; Lebanon, IN; and Muncie, IN.

In this report, Moss Roofing has published a summary of the customer feedback they've received since they joined GuildQuality in March 2015. In that time, 33 out of 54 customers (61%) responded to a GuildQuality satisfaction survey, with the most recent response in April 2016.

# Moss Roofing



4800 W. Smith Valley Rd.,  
Ste D  
Greenwood , IN 46142  
(317) 784-3227  
mossroofing.com

## **GUILDMEMBER SINCE 2015**

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

We have surveyed customers on behalf of Moss Roofing in Indianapolis, IN; Greenwood, IN; Carmel, IN; Westfield, IN; Fishers, IN; Mooresville, IN; Whiteland, IN; Lebanon, IN; and Muncie, IN.

In this report, Moss Roofing has published a summary of the customer feedback they've received since they joined GuildQuality in March 2015. In that time, 33 out of 54 customers (61%) responded to a GuildQuality satisfaction survey, with the most recent response in April 2016.

### REVIEW

Rick L.  
Indianapolis, IN  
Oct 16, 2015



I met just about all of the staff and the guys that did the roof. They were very nice and polite. You could not ask for better people. I just love them.

### REVIEW

John A.  
Indianapolis, IN  
Oct 15, 2015



I was very pleased with the service I received from Moss. I was welcomed like they new me forever and I felt more like I was a friend than a new customer. The service and their pricing was just what I was looking for. The quality of work was superior . The workers were clean and net and when they completed...

### REVIEW

Kimberly P.  
Carmel, IN  
Jul 01, 2015



Moss Roofing did a great job from the first contact to the installation. They did a wonderful job.

### REVIEW

Aaron J.  
Indianapolis, IN  
Jun 29, 2015



Moss Roofing is very customer oriented. They truly do mean it when they say they want the customer to be happy. Any issues that I brought up were resolved with no questions asked.

### REVIEW

Dave R.  
Indianapolis, IN  
Jun 27, 2015



They handled the job professionally from the time we first called for quotes by getting back me in a timely manner, doing the estimate, and doing the work when weather permitted. They did professional and high quality work.

### REVIEW

Joe B.  
Fishers, IN  
Jun 19, 2015



I fix houses for a living, but I'm not a roofer. But with moss roofing, I don't need to be. I will be giving them a call on my next project. Thank you for your quality work.

CUSTOMER FEEDBACK REPORT *for*

# Moss Roofing

REVIEW

Keith L.  
Indianapolis, IN  
Mar 16, 2015  
★★★★★

They were very professional, very friendly, and they actually completed the job ahead of schedule and the price was very much in line with what other contractors were offering.

REVIEW

David M.  
Indianapolis, IN  
Mar 03, 2015  
★★★★★

They did great work, and we are satisfied with the finished product. The house looks great.

REVIEW

Amy L.  
Indianapolis, IN  
Mar 02, 2015  
★★★★★

They were courteous, friendly and always followed up. They did a good and nice job.

COMMENT

Additional Comment  
Feb 24, 2015

none

COMMENT

Additional Comment  
Feb 24, 2015

Roofing expertise and communication

COMMENT

Additional Comment  
Feb 24, 2015

We are very satisfied with Moss Home Improvements!!

COMMENT

Additional Comment  
Feb 24, 2015

None

COMMENT

Additional Comment  
Feb 24, 2015

We had Moss replace our roof after a heavy storm caused water to come in through our ceiling. They came our immediately to see what needed to be done and get an estimate to us. They also scheduled a date to do the work. When it became apparent that another storm was coming our way, they came our within...

COMMENT

Additional Comment  
Feb 24, 2015

Angie's List.



4800 W. Smith Valley Rd.,  
Ste D  
Greenwood , IN 46142  
(317) 784-3227  
mossroofing.com

**GUILDMEMBER SINCE 2015**

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

We have surveyed customers on behalf of Moss Roofing in Indianapolis, IN; Greenwood, IN; Carmel, IN; Westfield, IN; Fishers, IN; Mooresville, IN; Whiteland, IN; Lebanon, IN; and Muncie, IN.

In this report, Moss Roofing has published a summary of the customer feedback they've received since they joined GuildQuality in March 2015. In that time, 33 out of 54 customers (61%) responded to a GuildQuality satisfaction survey, with the most recent response in April 2016.

CUSTOMER FEEDBACK REPORT *for*

# Moss Roofing

REVIEW

Sylvia B.  
Mooresville, IN  
Feb 24, 2015



Moss Home Improvements did two jobs at our house. Both were completed on time and in budget. They were very helpful in the process and went beyond what we expected. We were very satisfied with their work and the clean up of the area!

COMMENT

Additional Comment  
Feb 24, 2015

None

COMMENT

Additional Comment  
Feb 24, 2015

Good communication.

COMMENT

Additional Comment  
Feb 24, 2015

Referral from insurance company.

REVIEW

Marcy S.  
Indianapolis, IN  
Feb 24, 2015



Quick, efficient, and professional. We'll done!

COMMENT

Additional Comment  
Feb 24, 2015

They were here very prompt, and did the work. They really cleaned up well.

COMMENT

Additional Comment  
Feb 24, 2015

My daughter had used their company before and she referred Moss Home Improvements to me.

COMMENT

Additional Comment  
Feb 24, 2015

The work was done on schedule and under time frames which were not convenient to Moss.

COMMENT

Additional Comment  
Feb 24, 2015

Through an acquaintance.

COMMENT

Additional Comment  
Feb 24, 2015

Likely if the need arises.

COMMENT

Additional Comment  
Feb 24, 2015

Nothing, did exactly what they were there to do and then some



4800 W. Smith Valley Rd.,  
Ste D  
Greenwood , IN 46142  
(317) 784-3227  
mossroofing.com

**GUILDMEMBER SINCE 2015**

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

We have surveyed customers on behalf of Moss Roofing in Indianapolis, IN; Greenwood, IN; Carmel, IN; Westfield, IN; Fishers, IN; Mooresville, IN; Whiteland, IN; Lebanon, IN; and Muncie, IN.

In this report, Moss Roofing has published a summary of the customer feedback they've received since they joined GuildQuality in March 2015. In that time, 33 out of 54 customers (61%) responded to a GuildQuality satisfaction survey, with the most recent response in April 2016.

CUSTOMER FEEDBACK REPORT *for*

# Moss Roofing



4800 W. Smith Valley Rd.,  
Ste D  
Greenwood , IN 46142  
(317) 784-3227  
mossroofing.com

**GUILDMEMBER SINCE 2015**

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

We have surveyed customers on behalf of Moss Roofing in Indianapolis, IN; Greenwood, IN; Carmel, IN; Westfield, IN; Fishers, IN; Mooresville, IN; Whiteland, IN; Lebanon, IN; and Muncie, IN.

In this report, Moss Roofing has published a summary of the customer feedback they've received since they joined GuildQuality in March 2015. In that time, 33 out of 54 customers (61%) responded to a GuildQuality satisfaction survey, with the most recent response in April 2016.

COMMENT

Additional Comment  
Feb 24, 2015

They were always in contact with me, letting me know when they would be there and what they would be working on. Always showed up on time and cleaned up after themselves.

COMMENT

Additional Comment  
Feb 24, 2015

Angie's List