

# Mr. Roofing, Inc.

## Customer Feedback Summary

Of 814 customers surveyed, 434 responded



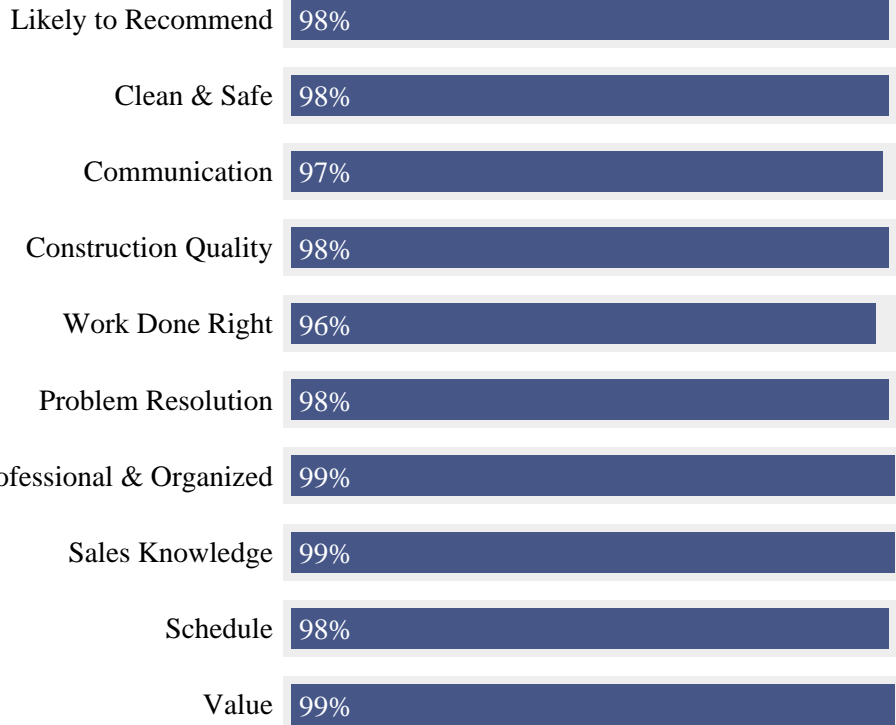
101 First Street  
South San Francisco , CA  
94080  
(650) 872-3232

### GUILDMEMBER SINCE 2013

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

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## Recent Reviews & Published Comments

### REVIEW

Grace C.  
Millbrae, CA  
Oct 28, 2019



Ricardo was a pleasure to work with.

CUSTOMER FEEDBACK REPORT *for*

# Mr. Roofing, Inc.



REVIEW

Richard W.  
San Francisco, CA  
Oct 25, 2019



Mr. Roofing has been my "Go-To" company for roofing, skylights, and solar installations. I initially met them at a home show to give me an estimate to install our solar panels. Their estimate was fair, their representative was thorough, honest, and not pushy, and the completed job went well as planned. I've used them since for a skylight, an apartment building roof, and our home roof (terra cotta tiles). All jobs were completed very professionally, clean, and they even took good care of our neighbors' areas. If anyone needed a good contractor for anything related to the top of their building, I wouldn't hesitate to call Mr. Roofing and their staff!

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REVIEW

Daniel L.  
San Bruno, CA  
Oct 25, 2019



Great service and everything was done great. Would recommend to anyone.

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REVIEW

Ronald A.  
San Francisco, CA  
Sep 29, 2019



Great job. Very satisfied with the work done.

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#### REVIEW

Martorelli C.  
South San Francisco,  
CA  
Sep 26, 2019



We have been thinking about solar panels for a while, and with our current roof coming to the end of its service life we started looking around for a solution. We decided early on that we wanted someone who will handle both the roofing work and the solar installation. We decided on Mr Roofing because they use high quality products for both the roof and the solar, and have a very good warranty. Their name also came up a lot on social media as the best roofer around. We liked that the roof and solar mounts are integrated together. The whole experience went very well. Everyone we worked with at Mr Roofing was very professional. I had a few questions while the work was going on and they took the time to explain the answers to me. They kept the jobsite very clean. At the end of the project they sat down with me and went over the operation of the solar system, all the documents were put together in a binder. They did all the legwork with PG&E and the city. We also had a skylight installed. They really know their stuff.

#### REVIEW

Paul K.  
San Francisco, CA  
Sep 25, 2019



We've had two projects done with Mr. Roofing and they've been nothing less than exemplary both times.

#### REVIEW

Ryan B.  
Daly City, CA  
Sep 09, 2019



Great company that guided me through a tricky process.

CUSTOMER FEEDBACK REPORT *for*

# Mr. Roofing, Inc.



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REVIEW

David K.  
San Francisco, CA  
Sep 08, 2019



We received great service from Mr. Roofing. They communicated with us during the whole process from initial visit, through to the roof being installed, and some detail work which need to be completed after the original work was finished. Everyone we talked to and meet who worked with Mr. Roofing was professional and friendly. Thanks for the great work.

REVIEW

Roberto R.  
San Francisco, CA  
Aug 10, 2019



We were advised in October 2018 that work would not start until April 2019. But Mr. Roofing did come to our house to perform some "patch work" on our old roof free of charge. Work was completed very rapidly in only two days. Photos during new roof installation showed a clean installation.

REVIEW

Elizabeth Y.  
San Francisco, CA  
Jul 26, 2019



I couldn't recommend them more highly or enough!  
They are wonderful!

REVIEW

Hoi V.  
San Francisco, CA  
Jul 26, 2019



Selected IB Roofing for my mild slanted flat roof. Proposal was both educational and informative; Omar discussed my options in a professional manner. The installation itself was very thorough with minor(addressed) discrepancies. The crew were friendly, fast and respectful. I will definitely recommend Mr. Roofing to others.

COMMENT

Additional Comment  
Jul 24, 2019

Ricardo Molina is a very professional representative for the company. I have interacted with him now for a couple of jobs on our home, and he has always been courteous, prompt and efficient.

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# Mr. Roofing, Inc.



REVIEW

Peter M.  
San Bruno, CA  
Jul 24, 2019



All performed the job quickly and efficiently and were very neat. Besides that, they were very friendly.

COMMENT

Additional Comment  
Jul 24, 2019

Mike: responsive and flexible to answer our many questions up front! Nick: going above and beyond to make sure we were up and running with our solar! Carlos: for creating the structure that makes Mr. Roofing so great to work with!

REVIEW

Jennifer F.  
San Francisco, CA  
Jul 24, 2019



Mr. Roofing was responsive, friendly, and walked us through every detail all along the way. Despite a long delay due to a particularly wet winter, the project started and finished on time. We are so happy with all of the work - roof, solar panels, and both new and replacement skylights. We recommend Mr. Roofing to anyone who is looking to replace their roof!

COMMENT

Additional Comment  
Jul 18, 2019

Attention to detail

REVIEW

Anna E.  
San Francisco, CA  
Jul 02, 2019



Mr Roofing was recommended to me by a friend, and I am glad I called them. Omar is very professional and knowledgeable.

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REVIEW

Jenny K.  
San Francisco, CA  
Jun 29, 2019



I've used Mr Roofing twice now, once for the shingled portion of my roof and the second time for the flat part in conjunction with installing solar. They have provided quick, excellent, responsive, polite, and informative service each time. They have been the most dependable and fastest contractors I've worked with during my remodel--they are like the Flash, in, out, done, and no problems afterwards. Highly recommended.

REVIEW

Maria S.  
South San Francisco, CA  
Jun 19, 2019



Exceeded our expectations! Was able to start the work way ahead of original schedule, completed all the work in 2 days. The crew was polite and professional, I highly recommend Mr. Roofing.

COMMENT

Additional Comment  
May 13, 2019

Owner Carlos was aware and involved – Mitchel and Roberto would call and arrive on time, making sure work was done correctly, and they don't farm out to sub-contractors.

REVIEW

Albert D.  
San Francisco, CA  
May 13, 2019



Carlos, Miguel, and Roberto were on top of it, and even came back on schedule to adjust and fix some areas.

REVIEW

Rene O.  
Hillsborough, CA  
Apr 03, 2019



Mr. Roofing has been the go to roofing company to my family and all our properties for many years. Carlos has always been patient, fair and always honest. I highly recommend Mr. Roofing.

REVIEW

Pat C.  
Woodside, CA  
Mar 26, 2019



Mr. Roofing has been hired for a number of family roof replacements and also preformed repairs. In all cases, there were professional and provided quality work. On the last full roof replacement, Jose and his team did a great job. I would use them again in the future should the need arise.



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REVIEW

Thomas C.  
San Francisco, CA  
Mar 21, 2019



They went beyond my expectations. They were very professional. Mike was great, and he had a great sense of humor. He made my experience more fun. I would definitely recommend them to anyone who is looking for any roofing to be done. I could go on and on.

REVIEW

Glenn R.  
San Francisco, CA  
Mar 05, 2019



I got 4 bids and Mr. Roofing was the most expensive but not by enough to overlook the guarantee and quality of their product. The workers were very efficient and cleaned up after each day's end.

REVIEW

Greg H.  
Pacifica, CA  
Mar 04, 2019



They were very professional! They did a really good job! They did a patch before the rain came!

REVIEW

Linda K.  
San Mateo, CA  
Feb 28, 2019



I received a fair quote and excellent service in the installation. I am happy with the outcome.

REVIEW

Josephus S.  
Pacifica, CA  
Feb 12, 2019



I Purchased my house in July 2018 and decided to do preventative maintenance on my roof. Mr. roofing Came and evaluated my roof at my request. They did not recommend new roof but patchwork and preventative maintenance all of which was a fraction of the cost of a new roof and a fair price. Luckily to say I had no leaking from the recent rain storms. Thus I am very happy with Mike and Jose's work

REVIEW

Erwin G.  
South San Francisco,  
CA  
Feb 06, 2019



Very professional and informed me of whatever they were going to be doing. And there is quality in the materials and workmanship.

CUSTOMER FEEDBACK REPORT *for*  
**Mr. Roofing, Inc.**

COMMENT

Everyone is fantastic.

Additional Comment

Feb 01, 2019



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