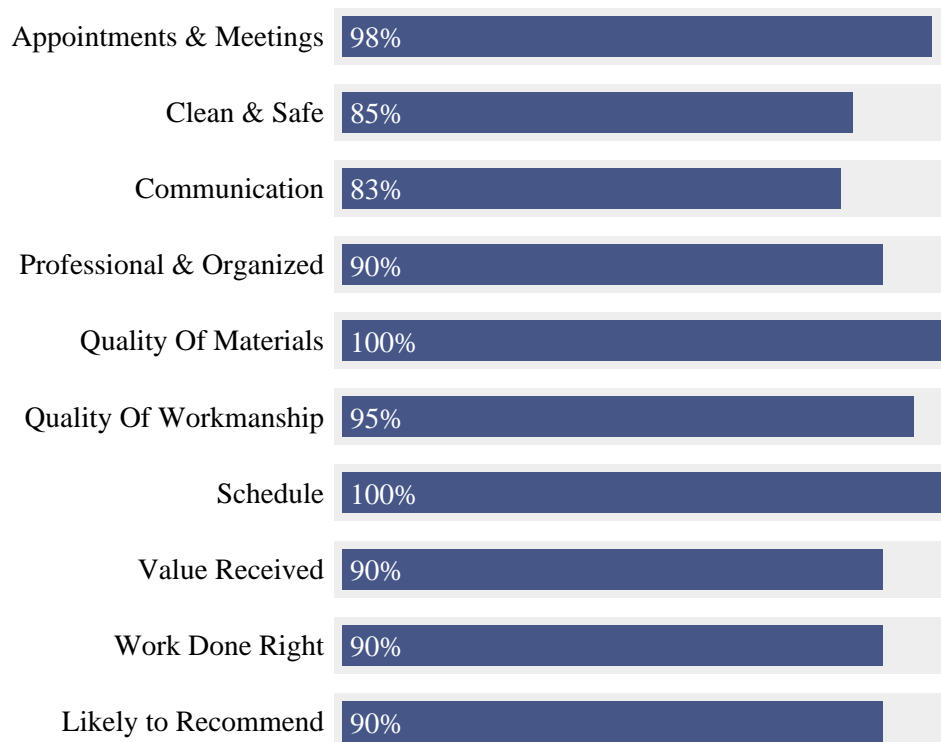


Pruden Roofing

Customer Feedback Summary

Of 70 customers surveyed, 42 responded



4688 Waterloo Rd.
Stockton , CA 95215
(209) 810-5401
www.prudenroofing.com

GUILDMEMBER SINCE 2017

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

We have surveyed customers on behalf of Pruden Roofing in Stockton, CA; Sacramento, CA; Lodi, CA; Manteca, CA; Oakland, CA; Modesto, CA; Placerville, CA; Acampo, CA; Lone, CA; Vacaville, CA; and 11 other cities in California.

In this report, Pruden Roofing has published a summary of the customer feedback they've received since they joined GuildQuality in June 2017. In that time, 42 out of 70 customers (60%) responded to a GuildQuality satisfaction survey, with the most recent response in October 2019.

Recent Reviews & Published Comments

REVIEW

Ken P.
Lodi, CA
Oct 05, 2018



They were a good company. I would recommend them to anybody. We are completely happy with what they did for us.

REVIEW

Henry H.
Stockton, CA
Oct 05, 2018



They were in and out like they were supposed to be. I really have no complaints. I was trying to speak to one of the roofers though, and he didn't speak very good english. That was the only issue that I had.

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REVIEW

Martin M.
Stockton, CA
Oct 05, 2018
★★★★★

The owner of Pruden Roofing worked well with me to ensure the project went smooth and that all my concerns were addressed. Went beyond expectations removing siding along the roof line (chimney) to get a better flashing installed in preparation for a planned siding change. Started the job a week earlier than planned (with my approval) and worked the Saturday at the end of the job rather than extending it to the following Monday. Excellent communication throughout the entire project!

REVIEW

Verna S.
Acampo, CA
Jun 01, 2018
★★★★★

I was just thrilled with all of them. The installers were so sweet and nice. My salesperson nice and honest, the roof is just beautiful.

REVIEW

Roslyn H.
Placerville, CA
Apr 14, 2018
★★★★★

The staff was terrific - answered all my questions and worked FAST and very well done! They left the surrounding area clean and very neat.

REVIEW

Rudy R.
Stockton, CA
Feb 21, 2018
★★★★★

I never thought it would be possible that my roof would be the talk of the neighborhood. I have received many compliments about the looks of my roof. THX

COMMENT

Additional Comment
Dec 29, 2017

They were all professional for the most part.

COMMENT

Additional Comment
Dec 29, 2017

When I brought to their attention things that needed to be addressed they were very responsive and took ownership of them.

COMMENT

Additional Comment
Oct 03, 2017

I am very satisfied with their workmanship.

CUSTOMER FEEDBACK REPORT *for*

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REVIEW

Mike A.
Stockton, CA
Sep 08, 2017



They do not complete the job and they have poor communication.

COMMENT

Additional Comment
Jul 12, 2017

Corey was topes!

REVIEW

Mila S.
Stockton, CA
Jul 12, 2017



The night they pulled the old roof off it rained unexpectedly, Pruden brought in an experienced painter to repair the ceilings. He did an excellent job making the repairs.

COMMENT

Additional Comment
Jul 06, 2017

I will use them again if ever needed.

COMMENT

Additional Comment
Jul 06, 2017

The whole crew was great.

COMMENT

Additional Comment
Jul 06, 2017

I am the most satisfied with the speed and quality of the work. I was blown away with how quickly it was taken off and put back on.

COMMENT

Additional Comment
Jul 06, 2017

I have been talking to people about Pruden Roofing.

REVIEW

Joe N.
Cool, CA
Jul 06, 2017



I was highly satisfied with the job. They were efficient and did excellent work. They were very fast.

COMMENT

Additional Comment
Jul 06, 2017

They had a lead foreman and he communicated very well

COMMENT

Additional Comment
Jul 06, 2017

I would like to recognize the whole team for their exceptional service

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COMMENT
Additional Comment
Jul 06, 2017

They did not fall short. They were perfect

COMMENT
Additional Comment
Jul 06, 2017

I was most satisfied because they were able to work with the fact that we have an old house fan that we use occasionally, and vents on top of the house, and they accommodated that by putting extra eaves on the house, so that if we use the fans, air can get out of the attic

COMMENT
Additional Comment
Jul 06, 2017

All of my neighbors were jealous that we were getting a new roof

COMMENT
Additional Comment
Jul 04, 2017

only complaint is that they should invest in a magnet to pick up loose nails.

COMMENT
Additional Comment
May 17, 2017

We did not have any issues.

COMMENT
Additional Comment
May 17, 2017

I was most satisfied with how they finished in a timely manner. It only took two days to finish the entire roof and I thought that was really quick. The timing was good.

REVIEW
Chay L.
Stockton, CA
May 17, 2017
★★★★★

Friendly and was able to finish the job that we paid for, and they cleaned up after they were done. They did a good job.