

CUSTOMER FEEDBACK REPORT *for* Shiner Exteriors



Customer Feedback Summary

Of 2,862 customers surveyed, 1,074 responded



22735 Executive Drive,
Suite 180
Sterling , VA 20166
(703) 560-7663
www.shinerroofing.com

GUILDMEMBER SINCE 2014

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

We have surveyed customers on behalf of Shiner Exteriors in Arlington, VA; Vienna, VA; Mclean, VA; Falls Church, VA; Alexandria, VA; Fairfax, VA; Great Falls, VA; McLean, VA; Reston, VA; Sterling, VA; and 130 other cities in Virginia, District of Columbia, Maryland, Georgia, California, and 11 other states.

Recent Reviews & Published Comments

REVIEW

Anthony C.
Arlington, VA
Jan 03, 2018



We used Shiner to repair our roof in 2003 after Hurricane Isabel damaged part of it. The roof had retained its shape until a few shingles buckled recently. I called Shiner again and they were able to match the title cover, which I thought pretty impressive

REVIEW

Marcel B.
Vienna, VA
Jan 02, 2018



Very professional, fairly priced, great communication back and forth during the project. Crew was very efficient.

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REVIEW

Eleanor H.
Arlington, VA
Dec 21, 2017



Courteous and knowledgeable staff, who confirmed appointments and arrangements. On-site work was done on schedule, with good follow-up. Highly recommended.

REVIEW

Bruce C.
Chevy Chase, MD
Nov 27, 2017



I was pleased by the detail in the contract and the work performed followed this closely.

REVIEW

Doug R.
Reston, VA
Nov 01, 2017



I compared multiple companies. Shiner seemed like the best. Shiner seemed to be knowledgeable about what they were going to do.

REVIEW

Mitra A.
Vienna, VA
Oct 20, 2017



Very satisfied with work done.

REVIEW

Vincente P.
Ashburn, VA
Oct 17, 2017



Shiner is very professional from the estimator Bill to the end of the transaction which is the accounting department. Everyone has been very professional!

REVIEW

Rebecca B.
Hamilton, VA
Oct 17, 2017



They did everything and cleaned up after themselves. The roof looks great!

REVIEW

The I.
Herndon, VA
Oct 16, 2017



Our organization was working under a tight deadline and Shiner Roofing, Siding & Windows were flexible to our needs to install the roof under our timetable.

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REVIEW

Robert B.
Gainesville, VA
Oct 13, 2017



Shiner roofing was efficient and completed their work on time. Could not have asked for anything better.

REVIEW

Shan C.
North Potomac, MD
Oct 13, 2017



Shiner Roofing did a great job for replacing my roof. The quality of the material they use, and they way the doing the job are very professional. Price is little higher than nominal, but they totally deserve it, IMO.

REVIEW

Muhammad A.
Haymarket, VA
Oct 12, 2017



Frankly speaking, I was skeptic at first as to what to expect since most roofing companies (maybe) scare you to add on unnecessary things and try to hike up the price. Ofcourse, by doing so they usually lose quite a few potential customers. Jonathan was great. I was amazed that he got right to the heart of the problem (2 roof leaks) and knew right away the exact solution. He also had a nice friendly disposition which helps in this kind of job. I did not even get a second opinion and placed the order right away because I had a "gut feeling" that both his price and service will be reasonable and dependable. And, I am glad to say, it was!!

REVIEW

Bob M.
Fairfax, VA
Sep 15, 2017



Very pleased with my experience with Shiner Roofing

REVIEW

Al O.
Fairfax, VA
Sep 15, 2017



Shiner was an outstanding company to deal with in all aspects!

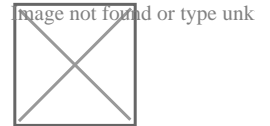
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REVIEW

Rick W.
Herndon, VA
Aug 24, 2017



They did a great job.

REVIEW

Emily N.
Alexandria, VA
Aug 06, 2017



We could not be happier with the installation of our new door. The technician who installed it, Joe, did an absolutely wonderful job. He was detailed and took his time and got the job done right. We are both very impressed. This is our second time using Shiner for a job at our house and we will use them for anything we can in the future.

REVIEW

Y.O.S.
Chantilly, VA
Aug 02, 2017



Great job on the roof. Timely and quality completion of the project. Looks great. I would highly recommend them. But as for the peripheral wood work we asked them to quote on, it was a miserable experience. They need to stick to their core competency in roofing, and forget about peripheral business that they either can't or don't want to perform. Would not recommend them at all for anything other than roof work.

REVIEW

John L.
Lorton, VA
Aug 01, 2017



We will use Shiner Roofing, Siding and Windows again in the future because of their honest and friendly staff/crew! Thank you!

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REVIEW

AN F.

Manassas Park, VA

Jul 19, 2017



Roof replacement job seems good so far. However, I am quit disappointed to know that the 3-tab roof shingles on new residential installation is almost phrased out and I noticed all the roof replacement in my living area are using so called architectural (3D) shingles. I did not know this fact until I did an internet research. The sale man did not tell this until I asked him and he said it was true. Although the insurance company only covered the cost of roof replacement by 3-tab roof shingles, the cost for upgrading to new type of shingles is only about \$900 - 1000. I spent about \$13000 on the new roof just leaves some thing imperfect.

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REVIEW

J.S.M.

Arlington, VA

Jul 16, 2017



This was repair of a small roof leak. Shiner's work was prompt, professional, and reasonably priced. We will call Shiner again. Thank you.

REVIEW

James T.

Alexandria, VA

Jul 10, 2017



Shiner Roofing, Siding & Windows did good work.

REVIEW

Michael S.

Arlington, VA

Jul 10, 2017



They provide a very personable and knowledgeable service

Shiner Exteriors



REVIEW

Kevin S.
Ashburn, VA
Jun 03, 2017
★★★★★

I was very impressed with Ryan Turner's communication and helpfulness. I had 3 companies come give us estimates for replacing our roof after hail damage. Ryan from Shiner Roofing was noticeably better than the others. The others gave me a pretty canned estimate. Ryan actually looked at my roof (what a concept!) and pointed out that my insurance company had not included new Virginia building code requirements. Ryan then went above and beyond and wrote a formal business letter and supporting documentation that he sent to my insurance company showing the new building codes and the additional costs it would incur, so I ended up getting more money from my insurance company to cover the additional required materials.

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REVIEW

Yari V.
Mc Lean, VA
Jun 02, 2017
★★★★★

I have been their customer for more than eleven years. In my opinion, they are the best roofing company in the area.

REVIEW

Mike H.
Burke, VA
May 08, 2017
★★★★★

My wife and I are very pleased with the final quality of our siding project...the installation crew for our project was very good and very professional...Thanks Shiner

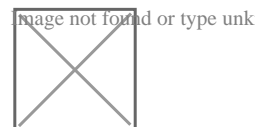
REVIEW

Maria M.
Falls Church, VA
May 02, 2017
★★★★★

I would use them again!

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REVIEW

Karen H.
Ashburn, VA
May 01, 2017



As always, workman was professional, courteous, and personable. He is confident problem leak has finally been resolved (see #3 above) after several tries at fixes. Workman performed water test and then came back to do repair, and while he was fixing one problem, he remembered another bathroom window did not open, and he fixed it, too.

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REVIEW

Dwight G.
Springfield, VA
May 01, 2017



Shiner is a wonderful company!

COMMENT

Additional Comment
May 01, 2017

Every person employed by Shiner I would invite my home as a guest. Think about that and think about other contractors. The people are the greatest resource for the company. They are particular on who they hire.

REVIEW

J.H.V.
Herndon, VA
May 01, 2017



I plan on staying a customer.