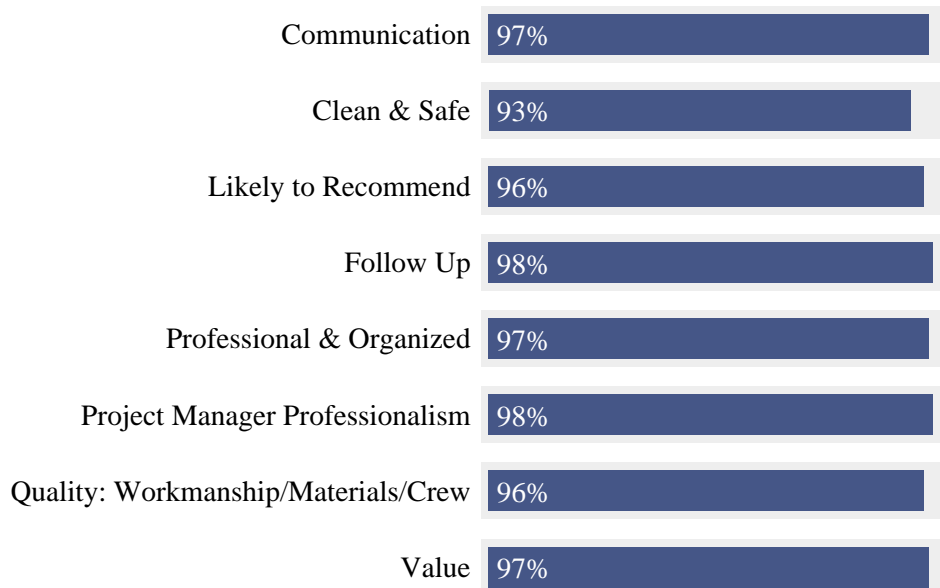


Southern Home Services, LLC

Customer Feedback Summary

Of 290 customers surveyed, 190 responded



9307 Monroe Rd. Ste. O
Charlotte, NC 28270
(704) 531-2122
www.shspros.com

GUILDMEMBER SINCE 2014

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Recent Reviews & Published Comments

REVIEW

Harmony T.
Charlotte, NC
Aug 01, 2019



I would've given them all fours throughout the survey, but in the course of the project, I asked one question via email. No one responded to that question. Other than that, everything was good. I have already recommended them to friends.

REVIEW

Mike W.
Matthews, NC
Jul 30, 2019



Workers did a professional job, courteous, and on time.

REVIEW

Paul M.
Matthews, NC
May 02, 2019



Christian Moon was very easy going, not at all pushy and had all the samples/colors to show my wife and I. He also gave a thorough explanation of the entire process. Would definitely recommend them to my family and friends.

Southern Home Services, LLC



REVIEW

William C.
Charlotte, NC
Apr 24, 2019



High quality Company and work.

REVIEW

Mike R.
Charlotte, NC
Dec 14, 2018



Our experience with SHS was great from start to finish. Already we have highly recommended SHS to many people as we are constantly having neighbors and friends ask who did the restoration of our house. People literally ring our doorbell weekly and ask us who did the work. We are very pleased with the SHS crew's communication skills, dedication, work ethic, attention to detail and quality of work. We love our final result.

REVIEW

Judith H.
Charlotte, NC
Nov 10, 2018



My entire experience with Southern Home Services LLC from beginning to end was excellent. Sales rep, owner, project manager, crew made sure that I was pleased with the project in every detail. The crew and project manager were detail-oriented and took pride in their work on the project. They were knowledgeable, professional, respectful, caring, and worked as if the project were their own, even to the tiniest measurement adjustment to make it perfect for them and me!

REVIEW

Jim A.
Charlotte, NC
Oct 18, 2018



SHS was very professional. They delivered on all of their services in a very timely manner. I do feel that the project went very smoothly.

REVIEW

Elizabeth W.
Charlotte, NC
Aug 01, 2018



I just thought that they were fabulous. They were very professional and courteous. They went above and beyond the call of duty.

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REVIEW

Anthony
Charlotte, NC
Jun 05, 2018



Sean was very professional and did what he said was going to do in a timely manner.

REVIEW

Matthew J.
Charlotte, NC
Jun 05, 2018



They make my house feel like it is a brand new home!!!

REVIEW

Chris H.
Charlotte, NC
Apr 12, 2018



Southern Home Services exceeded my expectations throughout the entire process. Christian, my sales consultant, was extremely knowledgeable and thorough with his presentation. I felt he had my best interest in mind and never was pushy like some of his competitors. Travis, the project manager, was simply on point. Communication was top notch throughout the entire install process. When the siding install was complete, you could not tell at all that I had workers on site for 2 weeks. Finally, the owner called and personally thanked me for the business. If you are looking for James Hardie siding, save yourself lots of time and call Southern Home Services.

REVIEW

Thomas B.
Charlotte, NC
Mar 06, 2018



Very professional and quality workmanship. They did a fantastic job on our home. We always knew what was going on and are very happy with the communication that we received daily from the project manager (Travis). I would highly recommend SHS to anyone seeking an exterior renovation.

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CUSTOMER FEEDBACK REPORT *for*

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REVIEW

George A.
Charlotte, NC
Jan 22, 2018



I am super pleased. Perfect work. For some reason can't get the invoice by email, but if that is the only problem, that is a plus. ...and funny it was the weekend. office closed, and now bad weather, office closed. So eventually I will get this bill paid. The service and product is Excellent, Perfect rating for me!!!

REVIEW

Joseph L.
Charlotte, NC
Jan 08, 2018



In my contact with them while I am out of state, everything went as planned. There were no issues that I know of. The project manager was in constant contact with me.

REVIEW

Joan B.
Matthews, NC
Apr 13, 2017



The project manager was great!

REVIEW

Phil M.
Matthews, NC
Oct 12, 2016



Every person from the salesman, the project manager, workers and Shawn were easy to work with and wanted to do what was needed and more specifically what I wanted. I am very pleased with the outcome of my project and would definitely recommend them.

REVIEW

Frank A.
Charlotte, NC
Aug 05, 2016



In my business I regularly deal with construction, so I have the advantage of recognizing good contractors. SHS is definitely one of the "good ones." After discussing my home improvement project (new roof, new siding, new windows & door) with several firms, I selected SHS based on their reputation, the quality of several completed jobs I visited, and especially the professionalism & attention shown by SHS owner Shawn Kalgren. I'm very pleased with the work (and in fact have already had SHS back for some additional work) and the price/value I received. Highly recommended.

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REVIEW

Vic A.
Matthews, NC
Jun 21, 2016



SHS crew is hard working, timely and efficient. Travis, project manager, ensured all went well and communicated progress in a timely manner. Great job.

REVIEW

Jane H.
Charlotte, NC
Jun 17, 2016



I would recommend them to anyone!

REVIEW

Cliff L.
Charlotte, NC
Jun 17, 2016



We were very pleased with the company from the beginning to the end. We were very happy with the office staff and everyone that came to our home. The roof looks great.

REVIEW

Darlene D.
Charlotte, NC
Jun 17, 2016



Excellent service. It was top notch.

REVIEW

Zack D.
Huntersville, NC
Jun 15, 2016



Great work! Very professional ! AWESOME JOB!

REVIEW

Rob S.
Charlotte, NC
Jun 15, 2016



The work crew was fast and super-efficient. I went from a leaky roof to a new one in just two and a half days.

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REVIEW

Doug F.
Charlotte, NC
May 12, 2016



Southern Home Services was often slow to communicate, and generally did not seem to have my satisfaction in mind as they performed their work. The site was routinely left in a dirty manner, and many of my personal items on the property were damaged or broken. The original time estimate from the project manager to complete the project was within one week (day for the roof, 2-3 days for siding), but the actual completion stretched longer than one month of work. Because of an error by their crew, my home was without power for 5 days, which caused hundreds of dollars of food to spoil in my refrigerator plus the added expense of hotel. The owner of SHS originally offered to pay for these items and "make everything right", but that did not happen in the end which was a perfect illustration of my dealing with the company. I would definitely not recommend using this company.

REVIEW

Dan S.
Charlotte, NC
Feb 10, 2016



Southern Home Services replaced my siding. They were very courteous, on time and stayed within the estimate for the project. A very professional company with good service and quality.

REVIEW

Gary O.
Matthews, NC
Feb 05, 2016



I appreciated Sean's willingness to work with me. The crew was great. Their craftsmanship was magnificent. I would definitely use Southern Home Services.

REVIEW

Vince H.
Charlotte, NC
Jan 27, 2016



I was extremely fortunate to have this group of perfectionists work on my home. Complete professionals doing outstanding work. I could not be more satisfied.

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REVIEW

Peter F.
Charlotte, NC
Jan 27, 2016



I would not hesitate to strongly recommend Southern Home Services, LLC to friends and family. They were extremely professional and did a wonderful job.

REVIEW

Keith B.
Charlotte, NC
Jan 27, 2016



As an architect I have worked with hundreds of contractors in the past forty years and SHS stands out for the level of professionalism and quality of work. From the initial review of the scope of work to the final close out walk through inspection they demonstrated a commitment to getting it right. They bring experience, problem solving, and high standards to a project. You cannot ask for more than that.

REVIEW

Robert S.
Stanley, NC
Nov 10, 2015



- Do not use the provider - 115 days to complete work - Does not understand product - caused property damage - Very poor quality workmanship - Over promised and under delivered