



# Sure-Lok Homes

## Customer Feedback Summary

Of 116 customers surveyed, 67 responded

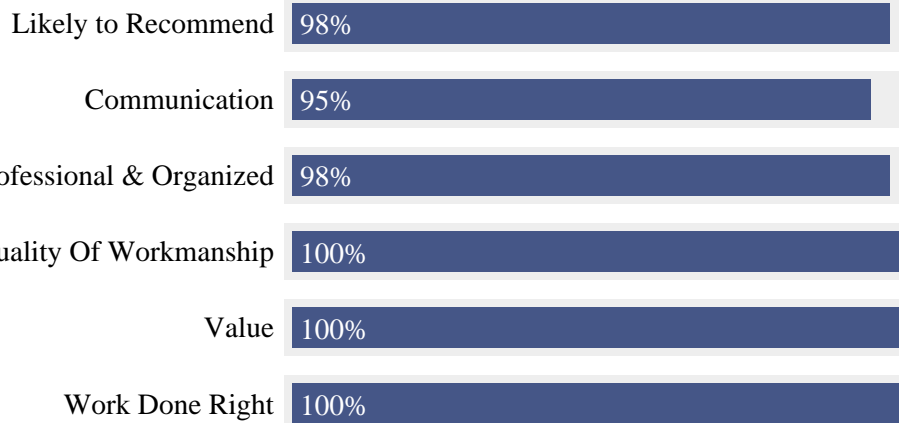
2 Pumpkin Pine Rd  
Natick , MA 01760  
(800) 916-9438  
sure-lokhomes.com

### GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Sure-Lok Homes relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Sure-Lok Homes in Brockton, MA; Pawtucket, RI; Saugus, MA; Worcester, MA; Gloucester, MA; Roslindale, MA; Revere, MA; Middleboro, MA; Jamaica Plain, MA; Haverhill, MA; and 58 other cities in Massachusetts, Rhode Island and New Hampshire.

In this report, Sure-Lok Homes has published a summary of the customer feedback they've received since they joined GuildQuality in April 2018. In that time, 67 out of 116 customers (58%) responded to a GuildQuality satisfaction survey, with the most recent response in March 2020.



## Recent Reviews & Published Comments

### COMMENT

Additional Comment  
Mar 24, 2020

Ron and Barry were an absolute joy to work with. They exuded both competence and people skills, which, from my extensive experience with contractors over the years, is a rare combination! Additionally, I'd like to recognize Luis for his diligence, craftsmanship, and professionalism. It should be noted that when I asked him if he could remove some old, unsightly antennas from from my roof, he did not hesitate to comply, even though that was not technically part of the job he was hired for.

### COMMENT

Additional Comment  
Mar 24, 2020

Nothing.

### COMMENT

Additional Comment  
Mar 24, 2020

I am especially satisfied with both the customer service and the craftsmanship of the work.

### COMMENT

Additional Comment  
Mar 24, 2020

Not at this time. However, if any friends, colleagues, and/or family members should need home improvement of this kind, I won't hesitate to recommend Sure-Loc Homes.



2 Pumpkin Pine Rd  
Natick , MA 01760  
(800) 916-9438  
sure-lokhomes.com

**GUILDMEMBER SINCE 2018**

As a GuildQuality Guildmember, Sure-Lok Homes relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Sure-Lok Homes in Brockton, MA; Pawtucket, RI; Saugus, MA; Worcester, MA; Gloucester, MA; Roslindale, MA; Revere, MA; Middleboro, MA; Jamaica Plain, MA; Haverhill, MA; and 58 other cities in Massachusetts, Rhode Island and New Hampshire.

In this report, Sure-Lok Homes has published a summary of the customer feedback they've received since they joined GuildQuality in April 2018. In that time, 67 out of 116 customers (58%) responded to a GuildQuality satisfaction survey, with the most recent response in March 2020.

# Sure-Lok Homes

REVIEW

Leonard R.  
Stow, MA  
Mar 24, 2020



I recently had a new roof installed on my home through Sure-Lok Homes. I couldn't be happier with both the quality of the work and the customer support I received throughout the entire process. Barry and Ron were knowledgeable, polite, friendly, and funny! They patiently answered all my questions regarding my many available options and helped me select an extremely HIGH QUALITY product at a very REASONABLE price. Additionally, they provided advice and support regarding the financing of the project.

COMMENT

Additional Comment  
Mar 11, 2020

The main installer was exceptional.

COMMENT

Additional Comment  
Mar 11, 2020

I am the most satisfied with the look of it.

COMMENT

Additional Comment  
Mar 05, 2020

The team that worked on the roof was very good and very professional.

COMMENT

Additional Comment  
Mar 05, 2020

The team that was here was very courteous and respectful.

COMMENT

Additional Comment  
Mar 05, 2020

They were very professional.

COMMENT

Additional Comment  
Feb 13, 2020

I think the installers were great and it was a pleasure to have them do my project. It was a cold day but they kept working hard, finally I insisted they come and sit in my kitchen with me and my daughter kept making them coffee. They did a great job.



2 Pumpkin Pine Rd  
Natick , MA 01760  
(800) 916-9438  
sure-lokhomes.com

**GUILDMEMBER SINCE 2018**

As a GuildQuality Guildmember, Sure-Lok Homes relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Sure-Lok Homes in Brockton, MA; Pawtucket, RI; Saugus, MA; Worcester, MA; Gloucester, MA; Roslindale, MA; Revere, MA; Middleboro, MA; Jamaica Plain, MA; Haverhill, MA; and 58 other cities in Massachusetts, Rhode Island and New Hampshire.

In this report, Sure-Lok Homes has published a summary of the customer feedback they've received since they joined GuildQuality in April 2018. In that time, 67 out of 116 customers (58%) responded to a GuildQuality satisfaction survey, with the most recent response in March 2020.

# Sure-Lok Homes

COMMENT

Additional Comment  
Feb 13, 2020

Both Ron and Barry were friendly and Didn't rush me. I didn't know the first thing about roofs, or what exactly I needed done, both men where friendly, not pushy, but knowledgeable so I decided to hire this company.

COMMENT

Additional Comment  
Feb 13, 2020

Price

COMMENT

Additional Comment  
Feb 13, 2020

No

COMMENT

Additional Comment  
Feb 10, 2020

Ron and the installation crew

COMMENT

Additional Comment  
Feb 10, 2020

Competitive pricing and so far a quality installation. Two day start to finish .

REVIEW

Charles A.  
Centerville, MA  
Feb 10, 2020



The roof was installed and the next day we had a .50 to 70 mph wind storm the roof was unscathed.

COMMENT

Additional Comment  
Jan 24, 2020

The crew was good and professional. They came in, did the work, and seemed like a good group of guys to deal with. They cleaned all the nails afterward. New View was supposed to do our job. I gave him \$2500 and they never showed. I'm glad Ron came through. They are very professional.

COMMENT

Additional Comment  
Jan 24, 2020

Everything was clean. He didn't leave nails, made sure everything was picked up and did a great job. I referred him to a friend and He had his done. I would refer him more.

COMMENT

Additional Comment  
Jan 24, 2020

I pass his card around.



2 Pumpkin Pine Rd  
Natick , MA 01760  
(800) 916-9438  
sure-lokhomes.com

**GUILDMEMBER SINCE 2018**

As a GuildQuality Guildmember, Sure-Lok Homes relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Sure-Lok Homes in Brockton, MA; Pawtucket, RI; Saugus, MA; Worcester, MA; Gloucester, MA; Roslindale, MA; Revere, MA; Middleboro, MA; Jamaica Plain, MA; Haverhill, MA; and 58 other cities in Massachusetts, Rhode Island and New Hampshire.

In this report, Sure-Lok Homes has published a summary of the customer feedback they've received since they joined GuildQuality in April 2018. In that time, 67 out of 116 customers (58%) responded to a GuildQuality satisfaction survey, with the most recent response in March 2020.

# Sure-Lok Homes

REVIEW

Ralph G.  
Beverly, MA  
Jan 24, 2020



He did an excellent job.

COMMENT

Additional Comment  
Jan 22, 2020

N/A - I didn't have any problems.

COMMENT

Additional Comment  
Jan 22, 2020

I was overall satisfied with everything.

COMMENT

Additional Comment  
Jan 15, 2020

I would like to recognize the installer. He's a master carpenter.

COMMENT

Additional Comment  
Jan 15, 2020

I was most satisfied with the installer. He did an outstanding job.

REVIEW

Darlene M.  
Roslindale, MA  
Jan 12, 2020



Ron quickly responded to my call and his team was able to correct my issue within 48 hours. Thank you!!

COMMENT

Additional Comment  
Dec 10, 2019

The time was fast and hardworking, they did a great job with clean up and the price was very affordable.

COMMENT

Additional Comment  
Dec 10, 2019

Not right now but I know one of my neighbors hired them already

COMMENT

Additional Comment  
Oct 21, 2019

I would like to recognize the workers for their exceptional service; they were very good people.

COMMENT

Additional Comment  
Oct 21, 2019

I like the fact that they have hard workers. They don't slack off. They came and did the work, they were clean and careful. They were very professional.