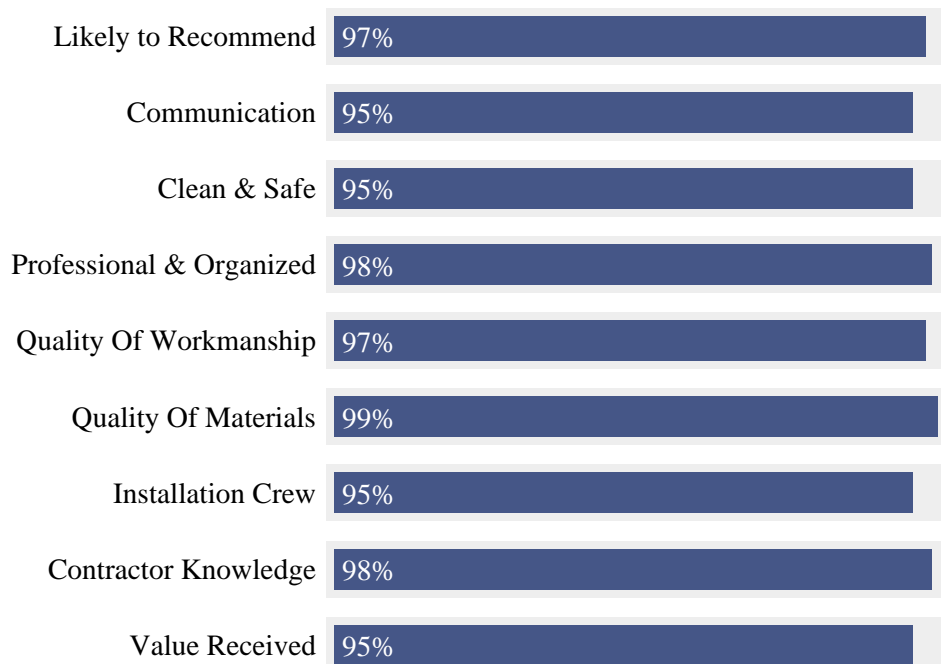


CUSTOMER FEEDBACK REPORT *for*
Total Roof Solutions



Customer Feedback Summary

Of 350 customers surveyed, 200 responded



928 Hwy 42 N
McDonough, GA 30253
(678) 752-8668
www.trustrs.com

GUILDMEMBER SINCE 2016

As a GuildQuality Guildmember, Total Roof Solutions relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Total Roof Solutions in McDonough, GA; Peachtree City, GA; Locust Grove, GA; Fayetteville, GA; Hampton, GA; Jonesboro, GA; Conyers, GA; Atlanta, GA; Stockbridge, GA; Newnan, GA; and 36 other cities in Georgia.

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Recent Reviews & Published Comments

COMMENT

Additional Comment
May 01, 2019

Everyone involved in my engagement were friendly, professional and demonstrated a very high degree of pride in their work.

COMMENT

Additional Comment
May 01, 2019

I found Total Roof Solutions thru the Trust Dale website and very glad I chose Total Roof Solutions. I had been researching other roofing solutions and found the Total Roof was the best value and very competitive in pricing for an upgrade product. Yes I will recommend Total Roofing Solutions!!!

COMMENT

Additional Comment
May 01, 2019

Work was performed quickly and in a very artesian manner.

CUSTOMER FEEDBACK REPORT *for*

Total Roof Solutions



REVIEW

Walter T.
Fayetteville, GA
May 01, 2019



From start to finish, everyone from Total Roofing Solutions were very friendly, professional, and took pride in workmanship. No pressure sales tactics and all questions about products, installation, and financing were answered.

COMMENT

Additional Comment
May 01, 2019

Product descriptions, installation processes, and financing options were explained in detail and all questions were answered quickly.

REVIEW

Eloise I.
Morrow, GA
Apr 10, 2019



The job was completed while I was out of town and I am very satisfied with your work. Thank you.

COMMENT

Additional Comment
Apr 08, 2019

Total roof came in with a competitive price. the repairs were started and finished in and the time agreed upon great experience overall

REVIEW

Osy O.
Hampton, GA
Mar 28, 2019



This is a serious and professional company. They are competent and well-organized. Every member of the work crew knew what to do and took their tasks serious and professional. From professional point of view i take the issue of safety seriously, I was glad that they met and exceeded my expectations; they delivered both quality and quantity. What amazed me most was that they completed the project before I paid. If you are thinking of changing your roof, please look no further.

COMMENT

Additional Comment
Mar 20, 2019

Cleanliness of site-because who wants a mess left behind Quick response to any issues.-because nobody wants to 'stew' for days about an issue that bothers them..

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Total Roof Solutions



REVIEW

Keith R.
Jackson, GA
Mar 20, 2019
★★★★★

I am real happy with my new roof and new look of my home...the crew at TRS did what was proposed. Although there were a few minor hiccups with fit and finish , Josh took care of them quickly and resolved them accordingly. I was most impressed by the cleanliness of jobsite and I didn't have hundreds of old nails coming out of my gutter spouts. 'Hats off' to crew and staff.

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REVIEW

Carlene B.
Atlanta, GA
Mar 17, 2019
★★★★★

Very satisfied with the job that was done.

REVIEW

Audrey H.
McDonough, GA
Feb 25, 2019
★★★★★

Total Roof Solutions arrived on time and completed my roof replacement without any problems. I am satisfied with their workmanship and how nice my roof looks. I would recommend TRS to anyone replacing a roof.

COMMENT

Additional Comment
Jan 14, 2019

They did a great job cleaning up and removing everything.

COMMENT

Additional Comment
Nov 15, 2018

I plan to us TRS for future projects if needed, and recommend TRS to any of my friends or neighbors.

COMMENT

Additional Comment
Nov 15, 2018

Chris Dugan has been my "go to" guy for both of my projects in the last 2 years. But everyone had been very helpful in getting the job done.

COMMENT

Additional Comment
Oct 30, 2018

Followed thru as promised.

COMMENT

Additional Comment
Sep 05, 2018

Rusty, Josh and Ray. My roofers were great, but I forgot their names.

Total Roof Solutions



COMMENT

Additional Comment
Sep 05, 2018

I did not have to be home which was wonderful. They answered all my questions and I had a lot. They cleaned up the job site without any issues. They were totally professional at all times. Great guys to deal with.

REVIEW

Pat W.
Jonesboro, GA
Sep 05, 2018



Professional, helpful and job was completed on time.

COMMENT

Additional Comment
May 30, 2018

Rusty and Chris explained everything and more about the condition of my roof. Wonderful people to work with.

REVIEW

Thomas M.
McDonough, GA
May 30, 2018



I'm 110% satisfied with TRS. Rusty and Chris was great to work with. Did an excellent job and very reasonable price on my roof leak. Will definitely recommend them for future business.

COMMENT

Additional Comment
Apr 05, 2018

Mr. Baldree was very thorough and knowledgeable and I felt like I wasn't being up sold on something I didn't want.

COMMENT

Additional Comment
Apr 05, 2018

Customer service. Very responsive to all my calls and questions.

REVIEW

Elizabeth C.
Fayetteville, GA
Feb 28, 2018



I am very pleased with my decision to use Total Roof Solutions. My roof looks great, the work was completed in a day and everything was cleaned up before they left. I would highly recommend them to anyone needing work done on their roof.

COMMENT

Additional Comment
Feb 20, 2018

I was satisfied with the quality of work and their professionalism.

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Total Roof Solutions



REVIEW

Bill P.
Hampton, GA
Feb 20, 2018



They did an amazing job at a fair price.

COMMENT

Additional Comment
Feb 15, 2018

The quality workman ship was excellant

REVIEW

Gene W.
Williamson, GA
Feb 15, 2018



i would totally recommend Total roof solution to any body interested in quality workmanship. The crew worked in extreme hard weather conditions. Always showed up on time Kept the job site clean very well pleased.

COMMENT

Additional Comment
Feb 14, 2018

The crew consisting of Jose, Julio and the third man, whose name I don't remember, were exceptional in that they showed up on time and worked together like a "well oiled machine."

COMMENT

Additional Comment
Feb 14, 2018

The professional and respectful way I was dealt with was outstanding!

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