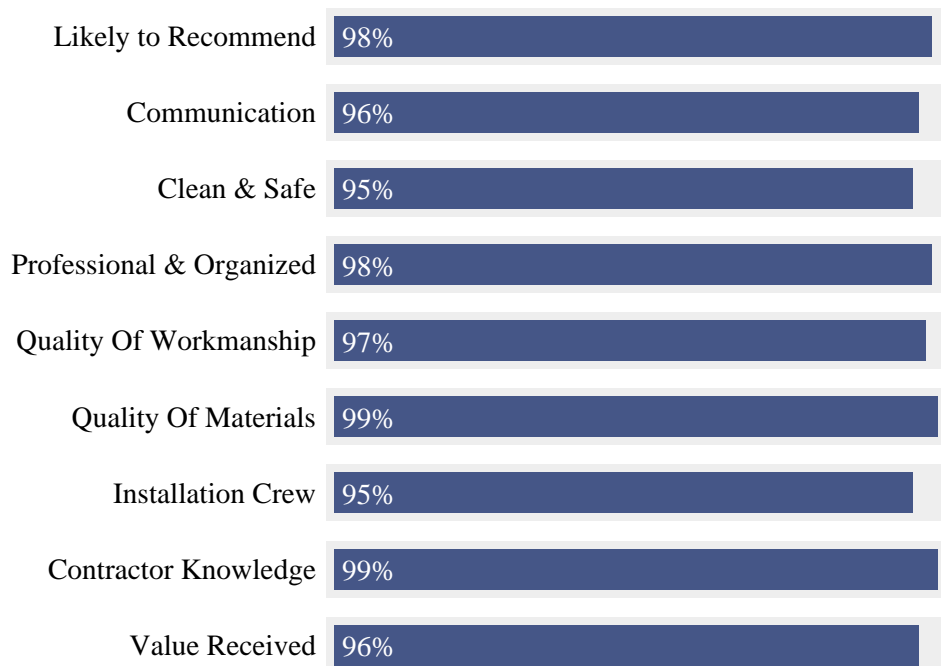


CUSTOMER FEEDBACK REPORT *for*
Total Roof Solutions



Customer Feedback Summary

Of 365 customers surveyed, 212 responded



928 Hwy 42 N
McDonough , GA 30253
(678) 752-8668
www.trusttrs.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; Stockbridge, GA; Atlanta, GA; Newnan, GA; and 38 other cities in Georgia.

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Recent Reviews & Published Comments

COMMENT

Additional Comment
Jan 03, 2020

Chris made everything easy to understand, because I'm not a roofer, but without sounding condescending. He responded quickly was very pleasant to work with.

COMMENT

Additional Comment
Jan 03, 2020

tRS exceeded my expectations.

REVIEW

Jessica K.
BUFORD, GA
Jan 03, 2020



everyone I worked with or spoke to was pleasant, they showed up on time and got the work done on the timeline we agreed to, under budget. I would hire TRS again without hesitation.

COMMENT

Additional Comment
Dec 18, 2019

Ray did exceptional work.

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REVIEW

Stephen K.
McDonough, GA
Nov 27, 2019



Total Roof Solutions did an awesome job and answered all questions that I had. The new roof looks great.

COMMENT

Additional Comment
Nov 01, 2019

Rusty, the head of the crew, was very good.

COMMENT

Additional Comment
Nov 01, 2019

The workers were very diligent and they worked very quickly. They cleaned everything completely before they left. I was very happy with them.

COMMENT

Additional Comment
Sep 12, 2019

I've worked with Steven in the past and I know he does quality work. We have never had any issues.

REVIEW

Robert M.
Conyers, GA
Sep 12, 2019



The roof is gorgeous, the crew was great, and I have never been so pleased with a roof in my life. They really did a great job.

COMMENT

Additional Comment
Aug 28, 2019

I would honestly use this group of contractors for my every need if I could.

Total Roof Solutions



COMMENT
Additional Comment
Aug 28, 2019

They were all amazing. As I started this venture I was a bit skeptical since it was my second roof in ten years and I trusted no one. I gave Ray Baldree a list of conditions that I changed often. I requested all sorts of documents and had all sorts of questions and even rode out to inspect the office facilities. No matter how many times I changed the scope of work, or demanded documents for my own comfort, they adjusted. Josh came out to my house on the day of installation to make sure that every thing met my requests, and at the end when I was not quite happy with a part of the gutter system, though I made the decision, they came out and adjusted it to my satisfaction without additional charges.

REVIEW
Phyllis G.
Stone Mtn, GA
Aug 28, 2019
★★★★★

Very professional. Had no problems at all from this group. Would use them again for future projects that they handle.

COMMENT
Additional Comment
Aug 24, 2019

I am most satisfied with the overall quality of the job; the materials and workmanship.

COMMENT
Additional Comment
Aug 22, 2019

I am most satisfied with the time that it was installed in.

COMMENT
Additional Comment
Jul 03, 2019

I am just extremely satisfied with this company and their workmanship. They were very professional and did excellent work. I am planning on using them in the future for the siding on my home.

COMMENT
Additional Comment
Jul 03, 2019

The sales representative, Ray B., was excellent throughout the entire process. The total team effort was exceptional. The supervisor who inspected the roof was very thorough and informative.

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COMMENT
Additional Comment
Jul 03, 2019

I am very pleased with the job and everything that they did for us. They delivered an outstanding service.

REVIEW
Harry C.
Fayetteville, GA
Jul 03, 2019
★★★★★

I am very pleased with the job and everything that they did for us. They delivered an outstanding service!

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.

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 am I am very satisfied with your work. Thank you.

CUSTOMER FEEDBACK REPORT *for*

Total Roof Solutions



COMMENT

Additional Comment
Apr 08, 2019

Total roof came in with a competitive price. the repairs were started and 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 behindQuick response to any issues.-because nobody wants to 'stew' for days about an issue that bothers them..

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.

REVIEW

Carlene B.
Atlanta, GA
Mar 17, 2019



Very satisfied with the job that was done.

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CUSTOMER FEEDBACK REPORT *for*

Total Roof Solutions



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.

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