

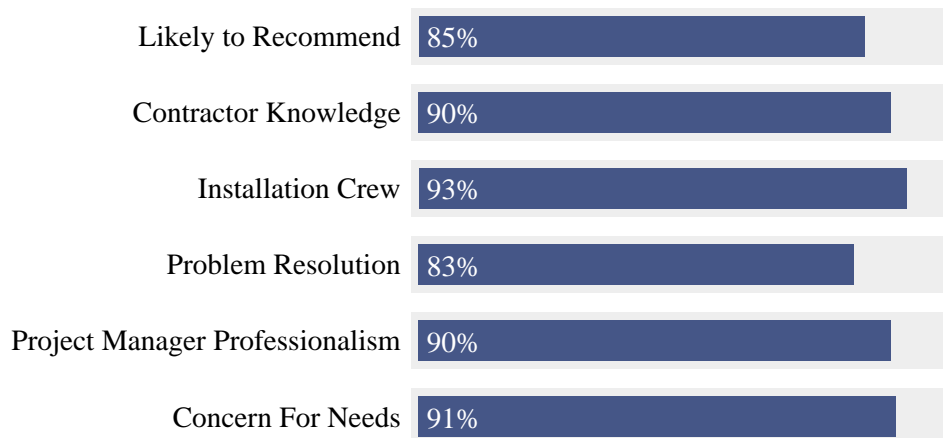
Universal Roof & Contracting



5655 Carder Rd.
Orlando , FL 32810
(407) 295-7403
www.universalroof.com

Customer Feedback Summary

Of 1,496 customers surveyed, 566 responded



GUILDMEMBER SINCE 2019

As a GuildQuality Guildmember, Universal Roof & Contracting relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Universal Roof & Contracting in Orlando, FL; Jacksonville, FL; Winter Park, FL; Lake Mary, FL; Winter Garden, FL; Oviedo, FL; Longwood, FL; Kissimmee, FL; Windermere, FL; Winter Springs, FL; and 44 other cities in Florida.

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Recent Reviews & Published Comments

REVIEW

Carrie E.
Sanford, FL
Dec 11, 2019
★★★★★

They are extremely knowledgeable and very professional. The work was done in a timely fashion. The job site was clean.

REVIEW

Teresa
Jacksonville, FL
Dec 04, 2019
★★★★★

Very happy from the beginning to the end. They did a good job. Very professional.

REVIEW

Heather T.
Orlando, FL
Dec 03, 2019
★★★★★

Our salesman, Brad, was great - knowledgeable, professional, responsive and patient with all of our questions. The crew was terrific as well - prompt, professional, courteous and very hard working. Our project manager, Mario, was extremely knowledgeable, and kept us updated and answered all of our questions throughout the job. The office staff was friendly and well-organized, and pleasant to deal with. We would definitely recommend Universal Roof & Contracting to others.

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REVIEW

Jeffrey P.
Orlando, FL
Dec 03, 2019



This has been a less than stellar experience thus far. I scheduled the work to be done in June, and the work was started in Sept. after many follow-up phone calls to get the work scheduled. When the work was being done I approved a recommended change order that was 33% of the original quote. That change order they recommended was not followed by their own crew. On the day of the job I pointed out quality issues BEFORE they laid the roof shingles, and I was told it's an old house that that is not their problem. Then I showed the foreman that this was a new rafter that was "old" and I got an "oh we'll look at that." Workers walked on the ceiling in the attic. It's now Dec. I have been

REVIEW

Bernard L.
Orlando, FL
Nov 21, 2019



They had good service and attention to detail.

REVIEW

Chris K.
Jacksonville, FL
Nov 21, 2019



The communication was great, and the execution of what was said in the contract was spot on. The professionalism, knowledge, and execution of the project was exactly what we wanted.

REVIEW

Kenneth P.
Altamonte Springs, FL
Nov 15, 2019



GREAT SERVICE. HONEST.

REVIEW

Claribel A.
Orlando, FL
Nov 15, 2019



Universal is a reliable roof company all work was performed as I expected

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REVIEW

Ed W.
Orlando, FL
Nov 15, 2019



Great service

REVIEW

Gerri G.
Ponte Vedra Beach,
FL
Nov 07, 2019



From the very beginning to the very end, they couldn't have been nicer. They were knowledgeable, professional, and nice. They weren't just here to do the job. They were genuinely nice people.

REVIEW

Gina B.
Ponte Vedra Beach,
FL
Nov 05, 2019



Our salesperson, Marty was outstanding, knowledgeable and thorough. He outlined the process and provided ongoing follow-up and communication. Our on-site supervisor, Carson was professional, on-time and went over and above making sure all aspects of the roofing process was completed successfully and timely. His communication was greatly appreciated and coordination of work with various trades and their schedule for completion always communicated to us. Hats off to Universal and their front line guys. Great JoB!!!

REVIEW

JUDITH K.
Sanford, FL
Nov 04, 2019



i used Universal Roofing in the past (20+ yrs ago) & they are still as professional today was they were then.

REVIEW

Gary W.
Jacksonville, FL
Oct 24, 2019



Great job! They were on-time and professional.

REVIEW

Bill B.
Deltona, FL
Oct 17, 2019



Overall a job well done! Brad was good at getting everything set up and the crew was awesome the day of installation. Hard workers, stayed focused and got the job done before dinner!

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REVIEW

Eddie H.
Orlando, FL
Oct 14, 2019



The Best for your money

REVIEW

Shannon S.
Winter Park, FL
Oct 10, 2019



I had a leak that led to a full roof replacement through my homeowner's insurance and I could not have worked with a better, more professional company to navigate the process. Communication and customer service from Universal is the best. I would highly recommend them to anyone who needs roof work done.

REVIEW

Dale H.
Ponte Vedra Beach,
FL
Oct 10, 2019



From begging to end my experience with Universal has been first rate. I highly recommend this company if you need a new roof.

REVIEW

Art S.
Orlando, FL
Oct 02, 2019



They provided great service, and they had an awesome crew!

REVIEW

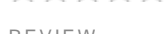
Stacy H.
Orlando, FL
Sep 30, 2019



I would only recommend my installer (Travis).

REVIEW

Jeff L.
Orlando, FL
Sep 25, 2019



Universal Roof & Contracting has professional staff, great value and excellent workmanship.

REVIEW

Rafael V.
Orlando, FL
Sep 20, 2019



THE REPRESENTATIVE GUIDED ME TO SIGN THE RELEASE OF MY CASE TO UNIVERSAL. THE INSURANCE AGENTS THAT I HAVE COMMUNICATED WITH HAVE EXPLAINED TO ME THAT YOU SHOULD NOT SIGN THAT.

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REVIEW

Bill M.
Orlando, FL
Sep 20, 2019



Universal Roof & Contracting provided - through their suppliers - the materials used on my job site. Their subcontractors installed the roof - that portion of the job was very well done. No post installation problems except for a bit of final cleanup. What is and remains most unpleasant is a complete lack of organizational administration and follow-up. My job was completed last December and I am still waiting on (a) my warranty, (b) my final bill of sale, (c) my release of lien and some other administrative materials that I was told (last via email) on 14 August that those items would be mailed to me. One problem appears to be a cost issue between my insurance company and Universal with respect to the supplemental invoicing - that basically has nothing to do with me - but it appears that we have a 'hostage situation' between my release of lien and what constitutes in terms of what they are owed. Stay tuned.

REVIEW

Whitney B.
Orlando, FL
Sep 20, 2019



We were super pleased with the work and they came highly recommended.

REVIEW

Thiruvengadathan M.
Oviedo, FL
Sep 19, 2019



They used good material. They did not follow through with things though.

REVIEW

Dee M.
Apopka, FL
Sep 19, 2019



They would have had a five-star review had it not have been for the sloppy clean up of nails and damage causes to car tires.

Universal Roof & Contracting



REVIEW

Kevin N.
Kissimmee, FL
Sep 19, 2019



I would choose very carefully which roofing company you select and I would not go with Universal Roof and Contracting.

REVIEW

Ken M.
Winter Garden, FL
Sep 19, 2019



Met all expectations.

REVIEW

Gideon L.
Apopka, FL
Sep 16, 2019



They did a beautiful job.

REVIEW

Michael S.
Orlando, FL
Sep 16, 2019



The sales pro that dealt with me, Marty Lyles, was particularly good. He kept us informed, and he allowed me to call him as the job matured. He would call the foreman on my behalf. He wanted to make sure my concerns were addressed. He gave us a really good explanation of what was going to happen, including with the insurance. He did really good!

REVIEW

David S.
Ponte Vedra Beach,
FL
Sep 16, 2019



Everybody was very professional and did what they said they'd do.

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