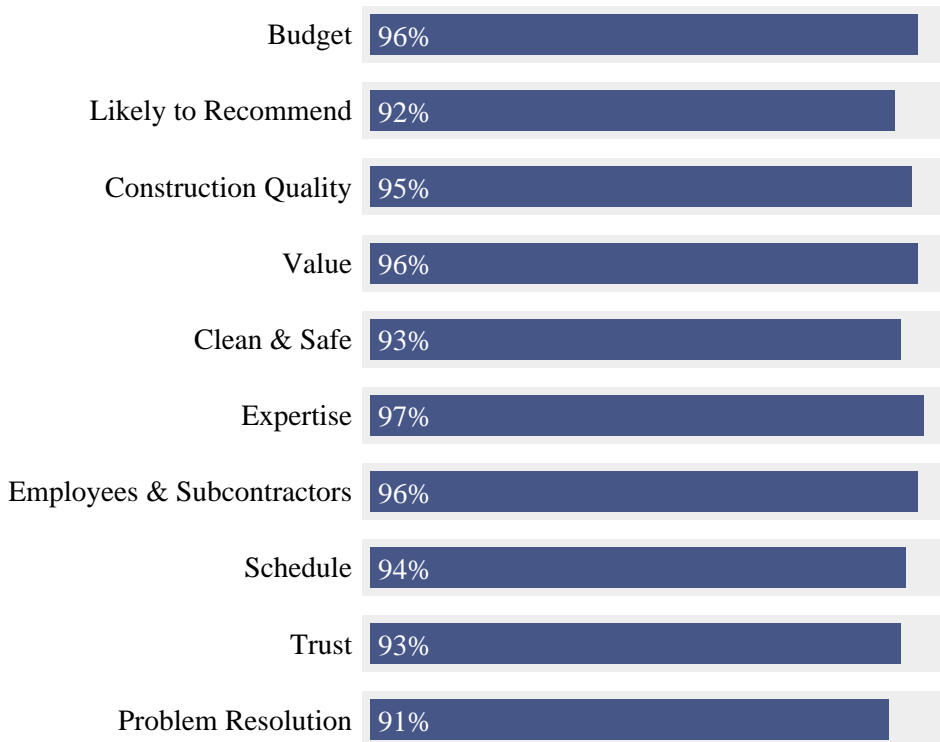


CUSTOMER FEEDBACK REPORT *for*
Arocon Roofing and Construction



Customer Feedback Summary

Of 3,047 customers surveyed, 1,717 responded



101R John St
Westminster, MD 21157
(410) 861-6767
www.aroconllc.com

GUILDMEMBER SINCE 2013

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Recent Reviews & Published Comments

REVIEW

Nicole K.
Woodbridge, VA
Apr 24, 2018



From my first meeting with my Arocon representative to the completion of the job, everything was excellent and professional. I knew I was going to receive the best service from the very beginning. Thank you!

REVIEW

Kimberly A.
Westminster, MD
Mar 12, 2018



They helped me out of what was a difficult situation and I was delighted to have someone take care of my roofing needs that treated me like family. I felt much better about the emergency repairs because of their kindness and how they treated us.

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REVIEW

Laura B.
Arlington, VA
Mar 05, 2018



Great service!! Clean, on time, terrific communication. Would hire again in a heartbeat.

REVIEW

Kevin C.
Westminster, MD
Mar 01, 2018



A great job at an extremely competitive price. Arocon came through in every sense of the word. I really appreciated working with them. If you are thinking of having your roof replaced you would be foolish to not give Arocon a call.

REVIEW

Kathleen H.
Westminster, MD
Mar 01, 2018



It looks beautiful! The other roof was losing shingles right and left, so it really looks good.

REVIEW

M.J.L.
Frederick, MD
Mar 01, 2018



Professional and great service.

REVIEW

Mark L.
Havre De Grace, MD
Feb 28, 2018



guys did a great job. the cleanup was excellent. I would recommend Arocon to others

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REVIEW

Kelvin S.
Owings Mills, MD
Feb 15, 2018



I've had Arocon complete work on my house twice in the past four years, about \$6k in all to replace the roof on my town house and then wrap my trim. Scheduling was fantastic - they came out on a weekend. I wasn't thrilled with the salesman I worked with but to be fair, they no longer work there. I had a communications/follow-through issue with staff regarding transferability of the roof warranty, but Chris (an owner) stepped in to make things right. I can tell he takes pride in his work and Arocon's reputation. I'm pleased, now that the issue has been resolved.

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REVIEW

Angela G.
East New Market, MD
Dec 18, 2017



Arocon is an outstanding company. Very skilled and very professional. I would highly recommend this company to my friends and family.

REVIEW

Michael H.
Baltimore, MD
Dec 11, 2017



Arocon was professional, prompt, and delivered a solid product at a very competitive price. I highly recommend them!

REVIEW

Bob K.
Columbia, MD
Dec 09, 2017



I solicited quotes from 5 companies. Arocon's price was very competitive and the attention to the details was unmatched. The warranty is top-notch. The work was performed on time and excellent quality. A couple of small issues after the install were resolved promptly. Everyone I had contact with including sales, customer service, and installers were very professional and knowledgeable. I highly recommend this company

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REVIEW

Mark N.
Owings Mills, MD
Dec 08, 2017



I would highly recommend Arocon Roofing & Construction. They did not oversell me or even try and they did the work well even though I was not there.

REVIEW

Mohamad D.
Cambridge, MD
Dec 08, 2017



The company was recommended by several others. Once I got a hold of them, everything was what I wanted and more! Everyone was great.

REVIEW

Fred N.
Jarrettsville, MD
Dec 07, 2017



I was very pleased with the work they did as far as the finished product. I had no complaints. I thought that they came late in the day and I did not think they would finish. They were like beavers going to town and they finished and did it within three and half hours.

REVIEW

Chris G.
Ellicott City, MD
Dec 07, 2017



Excellent contractor. Customer driven. I will definitely use them again in the future.

REVIEW

Tom E.
Columbia, MD
Dec 06, 2017



Usually the sales job is the worst part of any home improvement project. This was not the case with Arocon and I was very please with the entire experience. The price was great, the contract provided solid guarantees of the workmanship and products, and the installation was excellent! Overall it was a great experience!

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REVIEW

Harry S.
Columbia, MD
Dec 05, 2017
★★★★★

Everyone at Arocon that I had contact with was extremely friendly and courteous from the people in the office to the crew that did the work. The crew was incredible. I didn't see anyone standing around. They all knew what they needed to do and did it. What was most impressive is how they draped the house to catch all the debris. When they finished, they didn't leave one nail or piece of roofing material behind. I had one problem and they responded promptly and returned a few days later to fix the problem.

REVIEW

Frank G.
Hyattsville, MD
Dec 05, 2017
★★★★★

When we needed to repair our roof, Arocon came in as the lowest bid, completed the task quickly and efficiently, and explained questions we had about materials. They were less skilled at communicating the work schedule to us, and we did not know what time they would arrive once work started, which affected our scheduling

REVIEW

Joe C.
Salisbury, MD
Dec 05, 2017
★★★★★

The crew arrived on time, although one person short that day, they were able to remove the existing roof on the shed, and replace it with a great roof. The only downside of the project was that they installed a vent on the roof, however, the building was sandwiched together, and there was no need for the vent. Their personnel worked efficiently and cleaned up the site.

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REVIEW

Gwenaviere R.
Essex, MD
Oct 29, 2017



I was very pleased with the work from Arocon Roofing today. Your technician Ronald F. was very knowledgeable and his customer service was exceptional. Ronald was very thorough in answering any questions and concerns that I had. He made me feel very comfortable with this job. I would definitely recommend the service and the technician.

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REVIEW

Christal M.
New Windsor, MD
Oct 24, 2017



Arocon is simply amazing! Our quote was completed and emailed to us in a timely manner. Everyone we came in contact with was super helpful and professional. Our old roof was off in 2 hours, and the new one was done by the end of the same day! We get SO many compliments on our new roof, we would recommend Arocon to everyone in our area!

REVIEW

Bethany M.
Ellicott City, MD
Oct 24, 2017



Arocon delivered a superior package. All appointments were met on time, the schedule was kept and the clean-up was flawless. Great job by all! Dale S.

REVIEW

George S.
Kingsville, MD
Oct 24, 2017



I WISH MORE COMPANY'S WERE AS PROFESSIONAL FROM THE BEGINNING TO THE END OF THE JOB AS WHERE THE AROCON PEOPLE.

REVIEW

Ray S.
New Freedom, PA
Aug 04, 2017



The guys were well-coordinated, worked well together, and were fast. They did not stop until they covered the roof in case it rained.

CUSTOMER FEEDBACK REPORT *for*
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REVIEW

Tyra B.
Baltimore, MD
Jul 26, 2017
★★★★★

Arocon was great from start to finish. The tune up showed areas of weakness. They provided a great explanation and recommendations. They weren't trying to scare me into buying a new roof. However, I decided to purchase one rather than wait. The salesman, Kevin, was not pushy. He also thoroughly inspected the roof before his presentation. He printed out the estimate and left everything with me to decide. Financing was fast and had a low rate. They never swayed with the price or offered false discounts with the old "let me call my manager" trick. Everyone says my roof looks great! I highly recommend.

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REVIEW

Kim C.
Ellicott City, MD
Jul 18, 2017
★★★★★

They did a great job!

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REVIEW

Patricia M.
Westminster, MD
Jul 13, 2017
★★★★★

They did a very good job!

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REVIEW

Jim M.
Pikesville, MD
Jul 11, 2017
★★★★★

I was grateful to find Arocon Roofing: They did a fantastic job, at a great price.

REVIEW

Mary C.
Parkville, MD
Jul 06, 2017
★★★★★

Outstanding job! They were courteous and professional.