

CUSTOMER FEEDBACK REPORT *for*
Mr. Roof Grand Rapids



REVIEW

Donald C.
Grand Rapids, MI
Dec 04, 2018



Everyone was friendly and the work was done well.
The work only took one day.

3540 Jefferson Ave.
Wyoming, MI 49548
(616) 723-9058

REVIEW

Stacy O.
Fennville, MI
Dec 03, 2018



My roof looks great, nails were left behind. but they came back to clean them up. very disappointed upon final inspection. Inspector says I need to rebuild my brick chimney. That was supposed to be caught before they replaced my roof. Now I have to pay another 2,500 for that. I already had to refinance my home for the roof. Now I have to take out a second mortgage to pay for my Chimney. Not very professional in my opinion.

GUILDMEMBER SINCE 2012

As a GuildQuality Guildmember, Mr. Roof Grand Rapids relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Mr. Roof Grand Rapids in Grand Rapids, MI; Kalamazoo, MI; Wyoming, MI; Battle Creek, MI; Kentwood, MI; Holland, MI; Muskegon, MI; Hudsonville, MI; Portage, MI; Grandville, MI; and 78 other cities in Michigan.

REVIEW

David Z.
Muskegon, MI
Dec 02, 2018



I purchased the Rolls Royce of roofs and it is a very solid investment. Workmanship is immaculate and it is guaranteed for the life of the house. Crew was friendly and got the job done in a day.

REVIEW

Robert W.
Grand Rapids, MI
Dec 01, 2018



Mr Roof keeps there promise. Quality shingles and did the work in one day. Workmanship is good but I fell like they could've made sure I was happy.

REVIEW

Wendel M.
Grand Rapids, MI
Sep 14, 2018



Overall we were happy with the project. Chuck was very cooperative. We plan to use them in the future for other projects.

REVIEW

Donna W.
Wyoming, MI
Sep 04, 2018



They did a great job! We are happy with it!

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REVIEW

Munn R.
Springfield, MI
Jul 10, 2018



Mr. Roof did superior work and their employees were very professional.

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REVIEW

Roger V.
Hudsonville, MI
Jun 15, 2018



We were very pleased with how fast our roof was recovered. 1 day was all it took to remove the old shingles and replace with the new. The workers covered all of our plants and shrubs so as not to damage. Very professional workers who knew how to work fast and get the job done. Very impressed and would recommend Mr Roof to our friends and neighbors.

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REVIEW

Hector S.
Grand Rapids, MI
Apr 11, 2018



First gentleman with whom I signed 1st contract was let go. Another one came with a not so clear reason to split my contract in two. Comes to find out that a portion of the job (flat section) that was guaranteed in the first contract, could not be guaranteed. But the reason given at first to me for such split was because of two phases to complete the job. Not sure about clarity of their business with me. The no payment offer for 24 months was reduced. To 12, not so clear as to why on that either plus or the \$1000 discount coupon I got by e-mail was not clearly broken down in the final #'s. Still have to complete the flat portion. Will see where we end.

REVIEW

Ted B.
Grant, MI
Feb 02, 2018



The crew was very nice and did a good job. Done in one day and everything was cleaned up.

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REVIEW

Earl F.
Marcellous, MI
Jan 29, 2018



This is the second roof I have had done by Mr. Roof, and they are very fast, done in a day and a nice roof job

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REVIEW

Kurt K.
Cedar Springs, MI
Jan 02, 2018



My job was done really quick from start to finish including the cleanup, they did a good job.

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REVIEW

Sharon G.
Grand Rapids, MI
Jan 02, 2018



We were very satisfied and they have good communication. The quality of the product is for fair price.

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REVIEW

Steve M.
Battle Creek, MI
Dec 02, 2017



From start to finish the process went smoother than expected and in a more timely manner than I thought was possible.

REVIEW

Damond C.
Kalamazoo, MI
Oct 30, 2017



Fast, courteous, and professional service.

REVIEW

Patricia J.
Kalamazoo, MI
Oct 27, 2017



Mr. Roof Grand Rapids was very accommodating, they completed the job sooner than planned, and the work was very good.

REVIEW

James L.
Grant, MI
Oct 19, 2017



I was a roofer for 20 years, and was very happy with the work.

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REVIEW

Mary W.
Howard City, MI
Sep 21, 2017



The price should be a little lower or have a senior discount.

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REVIEW

Tony J.
Middleville, MI
Aug 29, 2017



I found communication between me and Mr. Roof to be challenging and have not received replies to issues I have raised nearly a month ago. In addition, they did not have a contingency plan for a flat tire on the day of agreed roof install, which caused my other contractor to fall behind and charge extra. They are a roofing company, nails are everywhere, and they should be able to manage flat tires. Lastly, I am not sure they communicate well internally, as I spoke with two separate people about scheduling, and one was not aware of the date less than a week before we were set to start, and the crew that arrived was not aware of the need to coordinate sequencing with another contractor (and the roofing crew spoke Spanish) despite me telling both Mr. Roof estimator and scheduler that this was a priority. Lastly, the shingles against my skylight were not laid flat and are starting to curl less than 3 months after the install date, and I had to pay another contractor to put vent covers and flashing on that were removed by the roofing crew and not put back on after their install. Honestly, if I had to do this over, I would pay another contractor more to do it the first time, and manage the work to a higher standard. They seem like nice people, just not terribly engaged in resolving issues or making sure the customer is satisfied.

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REVIEW

Terrell A.
Wyoming, MI
Aug 24, 2017



They did an awesome job. They installed vents properly, and the shingles were an exact color match too.

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REVIEW

Henrietta G.
Muskegon, MI
Aug 10, 2017



They were very professional, the job was done very fast and very efficiently, and I am very happy with the work and the price.

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REVIEW

Gary D.
Kalamazoo, MI
Aug 08, 2017



I had an estimate done and while the crew was finishing up the sales rep stopped by, he knows were on a fixed income n after he left the foreman of the crew wanted another \$259.00+.... I was never informed by my rep n the crew wanted to bill me more than the estimate but your sales rep was here for 30mon and never said a word bout costing more!! Now we received a statement from u n theres a big mix up n very unprofessional-

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REVIEW

Ray K.
Grand Rapids, MI
Jul 29, 2017



I would use them again. Getting the job done in one day with no dumpster sitting around was a bid plus!

REVIEW

Dick B.
Wyoming, MI
Jun 26, 2017



I was totally impressed on the quality of what that they did. They did it fast and they knew what they were doing. I had several neighbors come over after they were done to say how good it looked and how fast they did the job. They did a great clean up and based on Chucks presentation we chose Mr. Roof and we are completely satisfied.

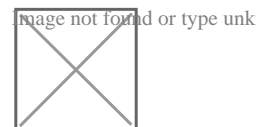
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REVIEW

Mike H.
Kentwood, MI
Jun 22, 2017



Good work done quickly. Did not take days to complete.



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