

FEEDBACK REPORT *for*

Mr. Roof Raleigh



REVIEW

Octavia M.
Raleigh, NC
Oct 15, 2018
★★★★★

This job was done to the perfection from the beginning to the end. I received everything that was promised to me: good customer service, work done at a timely manner, professionalism, and good communication from beginning of the project to the end of the project.

103 Rupert Rd
Raleigh , NC 27603
(919) 516-8080
www.mrroof.com/raleigh

GUILDMEMBER SINCE 2017

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

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REVIEW

PT R.
Raleigh, NC
Oct 07, 2018
★★★★★

project was timely and professional.

REVIEW

David B.
Garner, NC
Oct 03, 2018
★★★★★

I am a satisfied customer. There were a few bumps along the way. The best part about the whole project is the roof! I would definitely use them again, Thanks to Zack for a great job!

REVIEW

Nick D.
Raleigh, NC
Oct 01, 2018
★★★★★

They are very professional and very fast at what they do. I have no complaints and I would use them again.

REVIEW

Kevin B.
Morrisville, NC
Oct 01, 2018
★★★★★

I am extremely satisfied with Mr. Roof Raleigh and I would highly recommend them.

REVIEW

Nancy E.
Garner, NC
Oct 01, 2018
★★★★★

They were very professional.

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REVIEW

Thanh L.
Raleigh, NC
Sep 30, 2018



I had 2 houses to get roof done, first house(2349) is good no problem, 2nd house(2312) needs to remove direct antenna and roof exhaust fan, but they are still there. I contacted Curtis on Sept,4 about it, he said that he will get someone to follow up on that and to get it done, but I wait and wait for 3 weeks, I sent another email to ask Curtis what will they want to do, fix it or if he want leave it as is . I want some discount, but I have no answer at all. I called James , he said that he will get someone out this week to fix, but still no one show up , no call to let us know what going on and what do they want to do, why??????????

REVIEW

William M.
Garner, NC
Sep 25, 2018



Curtis Bryant is a very professional, knowledgeable, nice, and trustworthy man. He cares about the job getting done correctly. It's just a shame that the crew damaged our yard in the process.

REVIEW

Barbara K.
Garner, NC
Sep 12, 2018



Mr. Roof was very professional. Curtis provided quality information about the products, cost and options. They were able to complete the job within our desired time frame. The roof looks good.

REVIEW

Gary K.
Cary, NC
Sep 05, 2018



Worth every penny. Great job.

REVIEW

Mozell M.
Erwin, NC
Aug 31, 2018



They can out at our schedule time and done the new roof at home in no time at all. Roofer done and excellent job.

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REVIEW

Jo S.

Raleigh, NC

Aug 17, 2018



From start to finish, we were thoroughly pleased.

REVIEW

Randy R.

Garner, NC

Aug 15, 2018



I had Mr. Roof put a new roof on my house. My homeowner's insurance paid for it due to weather related damage. Mr. Roof did the roof for what the insurance paid me but would not tell me the true cost of my roof. I do not know if I paid \$6000 for a \$3000 roof. The project manager did not come the day of construction, but came one week later and told me he was sending somebody back to fix something, but I probably would not know they were there. I called July 3rd to find out if these people came and repaired the problem, as of August 15th I still have not been called back by the project manager. I also asked the person who did the contract with me, Matt to let me know and I still have not heard back from him. I paid them in full and feel like their business should care enough about a customer to return a phone call. The worker's were excellent and they cleaned up well, were on time and efficient. Just wish I knew if my repairs were done and how much profit my insurance company paid them.

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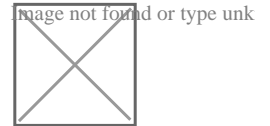
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REVIEW

Diane H.
Raleigh, NC
Aug 06, 2018



Too many service failures to list in a review. Chose Mr. Roof Raleigh over some less expensive roof replacement estimates because the salesman seemed knowledgeable and took a lot of time to talk to us about the project and the roofing materials. He also told us that they would be sending multiple teams of workers to complete the project in one day, which was important to us. However, we never saw the salesman again after the contract was signed. Mr. Roof apparently subcontracted the job to a company that sent an inadequate number of workers. The roof replacement which started early in the a.m. on June 20th was not completed until late in the evening on June 22nd. Throughout this time Mr. Roof did a very inadequate job of supervising and communicating with us regarding the status of the project. Additional minor trim repair work that was supposed to be included was not finally completed until July 9th, following several scheduled appointments when the worker did not show up with no explanation from him or the company. Had to call the project supervisor multiple times to complain. We are hoping that the finished project is of good quality, but based on the numerous service failures we experienced, we are less than confident.

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REVIEW

Jamie N.
Durham, NC
Aug 04, 2018



They did a great job cleaning up!

FEEDBACK REPORT *for*

Mr. Roof Raleigh



REVIEW

Eileen F.
Hillsborough, NC
Aug 03, 2018



Mr Roof was a very reputable company. Anthony explained what I could expect and was very helpful with the samples he brought. They showed up on time and did a great job. The new roof looks wonderful and the price was vertical fair. Thank you.

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REVIEW

Melissa M.
Cary, NC
Aug 02, 2018



Our salesman Anthony was straight forward and gave us his best estimate. There were a few scheduling and communication issues but not beyond the norm with any construction project. Very pleased that any issues I noticed were addressed before I even pointed them out. They did a pretty good job with the clean up too probably would have been even better if my lawn was mowed. No issues that we've noticed so far and the house looks great!

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REVIEW

David L.
Raleigh, NC
Aug 02, 2018



Steven is outstanding and always checked in to see how things were going and if we had any questions during the process.

REVIEW

Sukhwinder V.
Durham, NC
Jul 27, 2018



They did okay.

REVIEW

Mahen S.
Cary, NC
Jul 15, 2018



Stay away from it. Nobody bothers to contact you to check, apart from asking for payment

FEEDBACK REPORT *for*

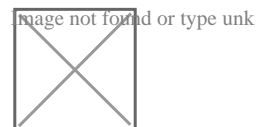
Mr. Roof Raleigh

REVIEW

Ellen G.
Raleigh, NC
Jul 13, 2018



This is the worst experience I have ever had with any business. I signed a contract with them on May 2 and have had to call repeatedly to get anything done. They would act surprised that no work had been done for weeks and act as if I was being unreasonable. After 2 months of my begging them to complete the work I guess they're done but the gutter guards they installed have my shingles sticking up 1/4 - 1 inch above the edge of the gutter in several places. Shingles were cut out so they could screw the guards on but not replaced and the backs of the guards were left sticking up. I complained but nothing was done. The work crews complain about not having any help but the office apparently keeps advertising and contracting work they obviously can't follow through on. The work crews are polite but that doesn't keep my roof from rotting out from under the shingles. I don't know who put on the gutter guards because I was not here but they don't look like the guards I was shown in the brochure and they're definitely not installed properly. If this is guild quality work the term no longer has any meaning.



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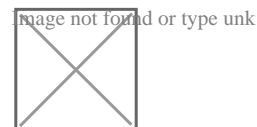
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REVIEW

Mary M.
Raleigh, NC
Jul 09, 2018



I judge a company by their office staff as that is the gateway to their services. Kelly was timely in getting me set up to get what I needed from the company. Then, Aaron and Joe came out to my home and my husband and I both needed help in deciding what to do to enhance our 20-year-old home. It was with their help the decision was made easy. Within a couple of days the folks came out to the house and the project was seamless. It is very flattering. The crew was excellent. They did not leave one piece of metal left on the property. The property was kept neat even during the installation. It was taken care of in one day and it has taken longer with other companies. Kelly then did a follow up to make sure the company exceeded our expectations. I have never been more satisfied with a company's performance. You have to have detail if you want to get good business. That is the reason for being so descript.

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REVIEW

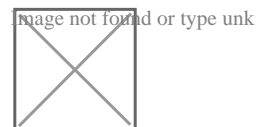
Ed J.
Garner, NC
Jun 30, 2018



We had a great experience with Mr. Roof. We appreciated their professionalism and timeliness. We would strongly recommend them.

FEEDBACK REPORT *for*

Mr. Roof Raleigh



REVIEW

Paul V.
Lillington, NC
May 30, 2018



Mr. Roof (Raleigh) has POOR Management ! The roofers created a leak at the top of my chimney cap , which was agreed upon by the foreman , and it rotted some pressed wood in the chimney area , and they refuse to fix it !! The so called General Manager was rude, obnoxious , and very unprofessional , as he just wanted to argue . He was to ignorant to even address the actual area that was of concern , and kept referring to a different area , as to which he barked.."there's no way in hell we created that leak, " because it was blackened; again that was not the area of concern , and I told him and the foreman to look up the chimney framing .They ignored me, even though the foreman knew exactly what I was talking about , because he and I looked at last spring , shortly after the roof was done, and agreed that the roofers had caused it ! The GM claimed ,he has 30 years of experience in construction , but looked like he was maybe 35 years old ! When I asked him how old he was , he barked , "None of your business " ! Absolutely no people skills , or professionalism ! Unfortunately , I now have an attorney involved !!

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REVIEW

Dianne R.
Raleigh, NC
May 04, 2018



They were very professional and did what they said they were going to do in a timely manner, I was very pleased.

REVIEW

Gina T.
Cary, NC
Apr 24, 2018



Choose Mr. Roof, they will leave you feeling completely satisfied for a job well done.

FEEDBACK REPORT *for*

Mr. Roof Raleigh



REVIEW

Carrie O.
Clayton, NC
Apr 24, 2018



I had a great experience and Steve was fantastic.

REVIEW

Stephen R.
Fuquay Varina, NC
Apr 18, 2018



Overall great company. Very thorough. Great customer service.

REVIEW

Scott P.
Holly Springs, NC
Apr 11, 2018



Steven Batty, Mr. Roof and the Crew did a Fantastic, Professional and Great job on our roof. With that said , Steven our salesman was prompt, answered every question we had, very accommodating to our needs, explained the entire process of the roof installation and material that was being installed and made sure during the install that if a problem or question popped up he would be around to answer it, The Crew did a wonderful job removing the old roof and installing the new roof, They have great attention to detail, The Crew was very respectful and friendly. They cleaned up like pro's, Every nail, piece of scrap or trash was cleaned up every night and they never stopped working from 7am to 6pm. Amazing !! I would definitely recommend Mr. Roof to My Family and Friends, The whole roof experience was Smooth and Professional.

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