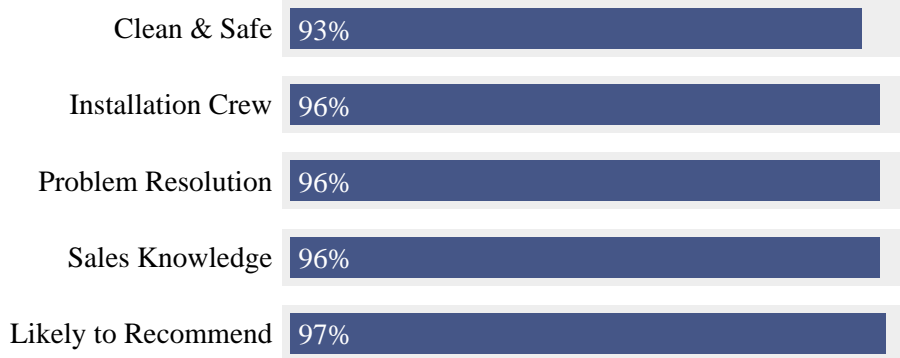


CUSTOMER FEEDBACK REPORT *for*
Renown Roofing and Construction

Customer Feedback Summary

Of 71 customers surveyed, 29 responded



1240 Texas Street
Lewisville, TX 75057
(972) 638-9738

GUILDMEMBER SINCE 2014

As a GuildQuality Guildmember, Renown Roofing and Construction relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Renown Roofing and Construction in Plano, TX; Allen, TX; Frisco, TX; Dallas, TX; Denton, TX; Garland, TX; Lewisville, TX; Richardson, TX; Little Elm, TX; Flower Mound, TX; and 1 other city in Texas.

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Recent Reviews & Published Comments

REVIEW

Anand C.
Frisco, TX
Dec 17, 2014



Renown Roofing and Construction was very professional. Matt Middleton, my salesperson, spent a lot of time with us. He educated us on the product, rather than selling it. He was very professional. Matt Middleton and Jimmy Gong were amazing. They kept me updated with everything going on. It was a brilliant experience. I would definitely recommend Renown Roofing and Construction.

REVIEW

Michelle D.
Frisco, TX
Dec 10, 2014



4 & 1/2 stars

CUSTOMER FEEDBACK REPORT *for*
Renown Roofing and Construction

REVIEW

Nick R.
Frisco, TX
Dec 09, 2014



The representatives that came to my house were professional and eager to see that I was satisfied throughout the process. Matt Middleton was great to work with. He always had a prompt answer to any questions or concerns I had and was readily available every step of the way from start to finish. I got the impression that these guys sincerely wanted to make sure that I was taken care of.

REVIEW

N.T.T.
Lewisville, TX
Dec 08, 2014



Everybody from Renown Roofing and Construction worked great with me. They had to come back to pick up some nails the next day, but they came within an hour of me asking. I was very pleased.

REVIEW

Jackie L.
Little Elm, TX
Dec 03, 2014



I have been extremely satisfied with my experience with Renown Roofing and Construction! Not only were they very friendly, they were also very knowledgeable and professional. I would definitely recommend anyone who is in need of any repair to call Renown-you won't be sorry! They did an amazing job on my home!

REVIEW

Sue M.
Garland, TX
Nov 24, 2014



I have been very satisfied with all of the personnel and with the quality of the work. I would recommend them anytime. Everything was just great.

COMMENT

Additional Comment
Oct 28, 2014

The Renown Roofing and Construction installation crew finished the job faster than I expected them to finish. The finished project looks great.

COMMENT

Additional Comment
Oct 28, 2014

There were no problems.



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COMMENT
Additional Comment
Oct 28, 2014

My salesperson was excellent. I was very happy with our initial visit and the follow up visit.

COMMENT
Additional Comment
Oct 28, 2014

I was very pleased with my salesperson. In the past, I have had salespersons who do not deliver what was promised. Working with my Renown Roofing and Construction salesperson was refreshing because I received everything he promised to me.

COMMENT
Additional Comment
Oct 28, 2014

I have already recommended Renown Roofing and Construction to my friends.

COMMENT
Additional Comment
Oct 28, 2014

The owner did a very good job.

COMMENT
Additional Comment
Oct 28, 2014

The front part of the whole project, where they help the insurance person assess damage and get the claim going, was very satisfactory.

COMMENT
Additional Comment
Oct 24, 2014

They did a good job.

COMMENT
Additional Comment
Oct 24, 2014

I would like to recognize the owner and his right hand man, Aaron, for their exceptional service.

COMMENT
Additional Comment
Oct 24, 2014

I was most satisfied with my new roof.

REVIEW
Kathleen D.
Dallas, TX
Oct 24, 2014
★★★★★

They were quick, efficient and cleaned up after themselves. In February we had the first major snow storm and they worked overtime to finish the job before it came. They didn't leave the job unfinished. I was very pleased.

COMMENT
Additional Comment
Oct 23, 2014

I think everything worked out well. I thank Renown for a job well done.



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COMMENT
Additional Comment
Oct 23, 2014
I'd like to recognize Aaron and Travis.

COMMENT
Additional Comment
Oct 23, 2014
I was satisfied in all areas.

REVIEW
Charles L.
Allen, TX
Oct 23, 2014
★★★★★
The company was recommended to me by a friend that I've had for many, many years. His recommendations are always valid so I called them knowing I had a plan for my roof that needed to be replaced because of a hailstorm we had. They were very professional, took care of giving us a very good schedule, and worked with our insurance company. They were like hand and glove working together and nothing was out of the ordinary. I was in no rush and everything went well. They did excellent work and I highly recommend them.

COMMENT
Additional Comment
Oct 23, 2014
They all did a good job.

COMMENT
Additional Comment
Oct 23, 2014
I was satisfied with everything, so I do not feel that they fell short.

COMMENT
Additional Comment
Oct 23, 2014
I was most satisfied with the clean up at they end of the job. They did an excellent job on the final clean up. I walked around the site after completion and I did not find one nail.

COMMENT
Additional Comment
Oct 20, 2014
Adam was great.

COMMENT
Additional Comment
Oct 20, 2014
I enjoyed the scheduling aspect when working with Renown Roofing.

CUSTOMER FEEDBACK REPORT *for*
Renown Roofing and Construction

COMMENT
Additional Comment
Oct 18, 2014

The owner represented the company well and provided us with a good sales presentation.

COMMENT
Additional Comment
Oct 16, 2014

Robert the salesman did a great job.

COMMENT
Additional Comment
Oct 16, 2014

The quality of their work is great.

COMMENT
Additional Comment
Oct 16, 2014

Jeff from the beginning on and all of his workers gave exceptional service. I am really pleased and couldn't be happier.



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