

CUSTOMER FEEDBACK REPORT *for* Secured Roofing



7725 Colerain Ave, Ste
206
Cincinnati, OH 45239
(513) 448-1230
securedroofing.com

GUILD MEMBER SINCE 2017

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

We have surveyed customers on behalf of Secured Roofing in Cincinnati, OH; Harrison, OH; Independence, KY; Williamsburg, OH; Norwood, OH; Blanchester, OH; Hamilton, OH; Mt. Orab, OH; Amelia, OH; Mt. Orab, OH; and 107 other cities in Kentucky, Ohio, Indiana, Illinois, Missouri, and 1 other state.

Customer Feedback Summary

Of 565 customers surveyed, 180 responded



Recent Reviews & Published Comments

REVIEW

Tim L.
Milford, OH
Aug 22, 2019



Bill Anderson is the best, the best, the BEST! I would recommend him to everybody. He is very good.

REVIEW

Carol B.
Bethel, OH
Jul 26, 2019



Bob Henrey was extremely professional and knowledgeable in his product and conduct. He and his crew worked very hard to give me a quality job well done.

REVIEW

Tom T.
Cincinnati, OH
Jul 23, 2019



Katina was extremely knowledgeable and helpful in getting our claimed approved.

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REVIEW

Jason B.
Bethel, OH
Jul 16, 2019



THEY DID A GREAT JOB. MY ROOF LOOKS AND FUNCTIONS EXCELLENT SINCE THEY REPLACED.

REVIEW

Marcy V.
Cincinnati, OH
Jul 10, 2019



I left for work and had a new roof when I returned. Everything was cleaned up and looked great.

REVIEW

Rhonda D.
Cincinnati, OH
Jul 05, 2019



The siding looks good and I'm mostly satisfied.

REVIEW

Claude C.
Delhi, OH
Jul 03, 2019



Vince was exceptionally professional and intervened well with the insurance company to get us the best service.

REVIEW

Kevin M.
Cincinnati, OH
Jul 03, 2019



I want to thank them for stepping me through the process. Without them, I wouldn't have been able to get this roof.

REVIEW

Brian G.
Cincinnati, OH
Jul 02, 2019



I had a great experience. I thought that everything was great. Richard did a great job working with my insurance and the finished result looks great. It is nicer than the original roof.

REVIEW

Mario G.
Loveland, OH
Jun 18, 2019



They exceeded all of my expectations. They were professional, efficient and better than what I had expected.

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REVIEW

Robert Y.
Cincinnati, OH
Jun 05, 2019



They did a great job and helped me with my Insurance claim. Joel Keitel did a superior job. I would recommend Secured Roofing to anyone. This is a quality company.

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REVIEW

Robert S.
Westchester, OH
May 24, 2019



Bill the rep was very professional and accommodating.

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REVIEW

Dianna S.
Amelia, OH
May 23, 2019



We were very happy with the service and product. We would highly recommend them our friends and family.

REVIEW

Debbie M.
Madeira, OH
Apr 29, 2019



I was so impressed by Dan Begley and his crew. I have never seen people work so hard. It was strictly business and no fooling around. They were just on it.

REVIEW

Dan T.
Madeira, OH
Apr 03, 2019



I do not recommend!

REVIEW

Darrell B.
Greenville, OH
Feb 10, 2019



Very professional work, done in a timely fashion, I am very satisfied with the roof removal and installation.

REVIEW

Ricky R.
Fairfield, OH
Jan 24, 2019



Jacob the salesperson was very professional, personable, and helpful. The installation went very quickly. The product looks great on the house.

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REVIEW

John M.
Bethel, OH
Jan 23, 2019



Out of everyone that we had bids from, Secured Roofing had good quality materials and their bid was cheaper than the other companies that came out.

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REVIEW

Joshua W.
Hamilton, OH
Nov 19, 2018



The service and quality was excellent.

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REVIEW

Gordon R.
Hamilton, OH
Nov 13, 2018



Welcome to come by my house and look at my roof if you would like.

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REVIEW

Margie C.
Cincinnati, OH
Aug 16, 2018



Bill Anderson was extremely helpful and professional.

REVIEW

Mike S.
Cincinnati, OH
Aug 16, 2018



Vince was extremely helpful to me. I did not think I could get a new roof but he helped me with my insurance company. He saved me a lot of money. He was very helpful.

REVIEW

Tracy R.
Ft Mitchel, KY
Aug 16, 2018



Vence with Secured Roofing made our insurance claim process easy and the quality of their work was first rate.

REVIEW

Peggy M.
West Harrison, IN
Jun 01, 2018



They did really well! They stayed up on what they were supposed to and did the job right. I would recommend them to someone else.

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REVIEW

Valinchia D.
Blanchester, OH
Jun 01, 2018



I am very satisfied.

REVIEW

Bobby N.
Mt. Orab, OH
May 29, 2018



Great communication back and fourth. They got it up and done within 3 days.

REVIEW

Dave C.
Hamersville, OH
May 29, 2018



This was a repair job from storm damage. All work was done quickly and properly

REVIEW

Allen S.
Mt Orab, OH
May 23, 2018



Secured roofing replaced our roof after damage from a major wind storm and hailstorm. They worked with the insurance company and obtained information needed as well as approval on our behalf. Upon approval they not only effectively did their job, but they did it well. I would use them again if I ever was in the position to do so.

REVIEW

Al V.
Cincinnati, OH
May 04, 2018



They walked us through everything it was perfect!

REVIEW

Lori N.
norwood, OH
May 04, 2018



They wouldn't put anything in writing for a bid and they changed their phone numbers halfway through the job, so it was hard to reach anybody. It was not what I would have expected from a company that has been in business for as long as they have.

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