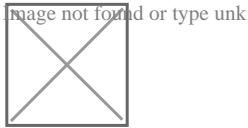
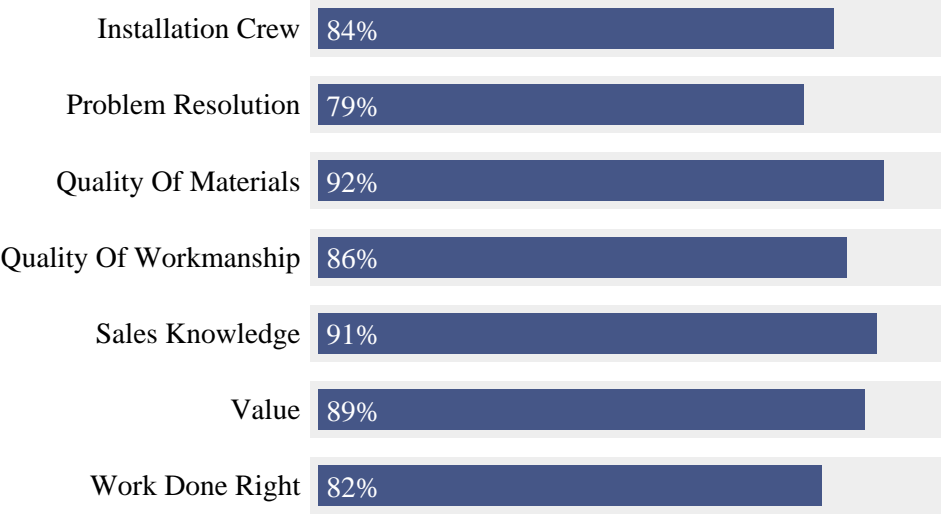


CUSTOMER FEEDBACK REPORT *for*
Steve Kemper Builder LLC



Customer Feedback Summary

Of 1,766 customers surveyed, 698 responded



16125 Business Parkway,
 2nd Floor
 Hagerstown , MD 21740
 (301) 241-0280
 stevekemperbuilders.com

GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Steve Kemper Builder LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Steve Kemper Builder LLC in Woodbridge, VA; Glen Allen, VA; Manassas, VA; Coraopolis, PA; Charles Town, WV; Mckees Rocks, PA; Monessen, PA; Henrico, VA; Inwood, WV; Belle Vernon, PA; and 152 other cities in Virginia, Pennsylvania, West Virginia, Maryland, Florida, and 4 other states.

In this report, Steve Kemper Builder LLC has published a summary of the customer feedback they've received since they joined GuildQuality in June 2017. In that time, 698 out of 1,766 customers (40%) responded to a GuildQuality satisfaction survey, with the most recent response in September 2019.

Recent Reviews & Published Comments

REVIEW
 Jobie V.
 Bunker hill, WV
 Sep 08, 2019
 ★★★★★
 We were very satisfied with the staff and work done by SKB! Highly recommend them!

REVIEW
 Rosa C.
 Mckeesport, PA
 Aug 09, 2019
 ★★★★★
 I would be more satisfied if they come back to see the gutter guards they messed up and get that resolved. It's only in the back of the house.

REVIEW
 MaryBeth C.
 Hagerstown, MD
 Jul 23, 2019
 ★★★★★
 We had a wonderful experience with them. We haven't had any issues.



CUSTOMER FEEDBACK REPORT *for*
Steve Kemper Builder LLC

REVIEW
Linda G.
New Kensington
(Upper Burrell, PA
Jul 22, 2019
★★★★★

The workers that came here I don't think were experienced. They broke our fans in the over-hood on the stove. They didn't tell us and tried to jerry-rig fix it. They bought a pipe too small for the roof and used duct tape. They didn't tell us that. They bent the aluminum siding flashing and didn't correct the mould piece of siding near the roof. All of these things had to get fix. Elma didn't get anyone here to fix those and we had to hire another contractor ourselves to fix those. They still owe us \$97 in receipts. We still haven't received our money back.

16125 Business Parkway,
2nd Floor
Hagerstown , MD 21740
(301) 241-0280
stevekemperbuilders.com

GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Steve Kemper Builder LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Steve Kemper Builder LLC in Woodbridge, VA; Glen Allen, VA; Manassas, VA; Coraopolis, PA; Charles Town, WV; Mckees Rocks, PA; Monessen, PA; Henrico, VA; Inwood, WV; Belle Vernon, PA; and 152 other cities in Virginia, Pennsylvania, West Virginia, Maryland, Florida, and 4 other states.

In this report, Steve Kemper Builder LLC has published a summary of the customer feedback they've received since they joined GuildQuality in June 2017. In that time, 698 out of 1,766 customers (40%) responded to a GuildQuality satisfaction survey, with the most recent response in September 2019.

REVIEW
Dennis M.
Belle Vernon, PA
Jul 15, 2019
★★★★★

I would absolutely recommend STEVE Kemper to everyone and recommend them to try to get Tracey Kill for their project manager. Customer satisfaction is their goal and they succeed very well at it. They are the best I ever had.

REVIEW
Kristan W.
Belle Vernon, PA
Jul 09, 2019
★★★★★

The staff and crew were professional, timely and communicated every detail to us to help us understand the entire process. I highly recommend Steve Kemper Builders!!

REVIEW
Brandon K.
Pittsburgh, PA
Jul 09, 2019
★★★★★

Don was absolutely wonderful to work with. I would recommend both Don and the company to anyone looking for a roof.



CUSTOMER FEEDBACK REPORT *for* Steve Kemper Builder LLC

REVIEW

David S.
Martinsburg, WV
Jul 06, 2019
★★★★★

We had a tragic death in the family, so he was calling me on the day that I was dealing with all of that. I wasn't sure what he was talking about. There is something unresolved that he was going to be contacting our insurance company about. I haven't had a chance to follow up on what that was all about. So, I am kind of unclear about what is still unresolved, but he said he would take care of it all. Again, I have been dealing with that issue and I am not sure what is still unresolved.

16125 Business Parkway,
2nd Floor
Hagerstown , MD 21740
(301) 241-0280
stevekemperbuilders.com

GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Steve Kemper Builder LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Steve Kemper Builder LLC in Woodbridge, VA; Glen Allen, VA; Manassas, VA; Coraopolis, PA; Charles Town, WV; Mckees Rocks, PA; Monessen, PA; Henrico, VA; Inwood, WV; Belle Vernon, PA; and 152 other cities in Virginia, Pennsylvania, West Virginia, Maryland, Florida, and 4 other states.

In this report, Steve Kemper Builder LLC has published a summary of the customer feedback they've received since they joined GuildQuality in June 2017. In that time, 698 out of 1,766 customers (40%) responded to a GuildQuality satisfaction survey, with the most recent response in September 2019.

REVIEW

Stacey D.
Falling Waters, WV
Jul 03, 2019
★★★★★

Everytingwas great and on time. Jenifer was very knowledgeable.

REVIEW

Joyce W.
Mechanicsville, VA
Jun 29, 2019
★★★★★

Ursula was so professional and so knowledgeable and she helped us so much through this process. She kept in touch with us all the time.

REVIEW

Harold B.
Glen Allen, VA
Jun 20, 2019
★★★★★

Very bad experience, roof still leaks, so many excuses. Hired a real roofing Co. to finish the job.



CUSTOMER FEEDBACK REPORT *for* Steve Kemper Builder LLC

REVIEW

Rebekah B.
Martinsburg, WV
Jun 19, 2019
★★★★★

The idea of having our roof replaced gave me immediate anxiety. I thought it would be a lengthy, difficult process, especially with insurance involved. Thanks to our Project Manager, Andrew Eaton, it couldn't have been a more pleasant, stress-free experience! He explained every detail of the process in a way that I was comfortable making such a huge decision. He met with our insurance company's inspector, spoke with our claims agent and worked out all the details, so that our claim was covered. A few days later, materials were waiting in our driveway and by 3:00 the next day, we had a beautiful, new roof! The crew that did the actual roof demo and replacement was incredibly professional and cleaned up so meticulously, no one would have ever known we'd had construction going on. Thank you Andrew, thanks to your crew and thank you, SK Builder - what a wonderful company!

16125 Business Parkway,
2nd Floor
Hagerstown , MD 21740
(301) 241-0280
stevekemperbuilders.com

GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Steve Kemper Builder LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Steve Kemper Builder LLC in Woodbridge, VA; Glen Allen, VA; Manassas, VA; Coraopolis, PA; Charles Town, WV; Mckees Rocks, PA; Monessen, PA; Henrico, VA; Inwood, WV; Belle Vernon, PA; and 152 other cities in Virginia, Pennsylvania, West Virginia, Maryland, Florida, and 4 other states.

In this report, Steve Kemper Builder LLC has published a summary of the customer feedback they've received since they joined GuildQuality in June 2017. In that time, 698 out of 1,766 customers (40%) responded to a GuildQuality satisfaction survey, with the most recent response in September 2019.

REVIEW

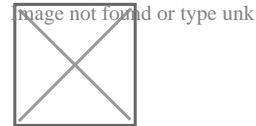
Duane M.
Charles Town, WV
Jun 19, 2019
★★★★★

the work on my house is still not completely done they never came back to install the new vent on sides of house and Andrew said he requested that job over a month ago and still don't have shutters then they were suppose to replace a side molding after the wind blew it off after it was installed 2 days before got wrong piece so the patched it doesn't look as nice as the rest

REVIEW

Patrick M.
Bunker Hill, WV
Jun 17, 2019
★★★★★

I'm satisfied with the quality of the work but I was not satisfied with the timeliness of work being done.



CUSTOMER FEEDBACK REPORT *for*
Steve Kemper Builder LLC

REVIEW
Russ C.
Lower Burrell, PA
Jun 14, 2019
★★★★★

Did an excellent job replacing our roof. Very professional and the crew were a good, hard working group of guys. thanks again!

16125 Business Parkway,
2nd Floor
Hagerstown , MD 21740
(301) 241-0280
stevekemperbuilders.com

GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Steve Kemper Builder LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Steve Kemper Builder LLC in Woodbridge, VA; Glen Allen, VA; Manassas, VA; Coraopolis, PA; Charles Town, WV; Mckees Rocks, PA; Monessen, PA; Henrico, VA; Inwood, WV; Belle Vernon, PA; and 152 other cities in Virginia, Pennsylvania, West Virginia, Maryland, Florida, and 4 other states.

In this report, Steve Kemper Builder LLC has published a summary of the customer feedback they've received since they joined GuildQuality in June 2017. In that time, 698 out of 1,766 customers (40%) responded to a GuildQuality satisfaction survey, with the most recent response in September 2019.

REVIEW
Anil P.
Mechanicsville, VA
Jun 13, 2019
★★★★★

Good experience planning and getting the job done. Very impressed with the installation crew.

REVIEW
Mary L.
Charles Town, WV
Jun 12, 2019
★★★★★

We were very pleased with the service and care given to us by Steve Kemper Builder LLC. I especially appreciated the care that Ali gave to my parents, who are older and had questions. He always took his time and explained things multiple time until they were comfortable.

REVIEW
Sherry S.
Monessen, PA
Jun 12, 2019
★★★★★

I was completely satisfied with the work but I was unsatisfied with the response I got from the salesperson for the warranty regarding the roof.

REVIEW
Walter S.
Charles Town, WV
Jun 11, 2019
★★★★★

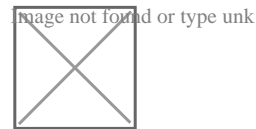
I didn't have any problems at all and John was really nice.

REVIEW
John K.
Monessen, PA
Jun 11, 2019
★★★★★

I am very pleased with everything. Especially Natalie, the girl that I gave the check to and the crew.

REVIEW
Gary S.
Charles Town, WV
May 28, 2019
★★★★★

Initially they were professional and did a good job on the first half of the project. But it fell apart after months of miscommunication and unprofessionalism.



CUSTOMER FEEDBACK REPORT *for*
Steve Kemper Builder LLC

REVIEW

Albert E.
Martinsburg, WV
May 28, 2019
★★★★★

This was probably one of the most professional transactions I've had in a long time, from the time I spoke with the salesman, who was very knowledgeable and professional. He explained everything that the company would take care of versus what the insurance covered. Everyone was one time the clean up was so amazing, I couldn't even tell someone was even in my house working for a few hours. My wife and I are completely satisfied and we highly recommend this company to anyone who is looking to get their roof replaced!

16125 Business Parkway,
2nd Floor
Hagerstown , MD 21740
(301) 241-0280
stevekemperbuilders.com

GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Steve Kemper Builder LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Steve Kemper Builder LLC in Woodbridge, VA; Glen Allen, VA; Manassas, VA; Coraopolis, PA; Charles Town, WV; Mckees Rocks, PA; Monessen, PA; Henrico, VA; Inwood, WV; Belle Vernon, PA; and 152 other cities in Virginia, Pennsylvania, West Virginia, Maryland, Florida, and 4 other states.

In this report, Steve Kemper Builder LLC has published a summary of the customer feedback they've received since they joined GuildQuality in June 2017. In that time, 698 out of 1,766 customers (40%) responded to a GuildQuality satisfaction survey, with the most recent response in September 2019.

REVIEW

Robert R.
Inwood, WV
May 25, 2019
★★★★★

Perfectly satisfied! All the staff was very professional and the install team was phenomenal.

REVIEW

Tammy C.
Inwood, WV
Apr 25, 2019
★★★★★

I would not recommend them due to their lack of communication, unprofessionalism, and scheduling.

REVIEW

Connie V.
Bunker Hill, WV
Apr 17, 2019
★★★★★

I was extremely pleased with the way they did the work and with their timeliness. I really appreciate what they did.

REVIEW

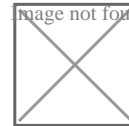
Julia G.
Glen Allen, VA
Apr 08, 2019
★★★★★

The company conducted itself professionally and met all deadlines on time. Our project manager, Ursula Kirk, kept us informed every step of the way. I felt Ursula was personally invested in the success of the project.

REVIEW

Mohamed C.
Alexandria, VA
Apr 03, 2019
★★★★★

I think that the Program Manager, Badreddine Hadidane was really good.



CUSTOMER FEEDBACK REPORT *for* Steve Kemper Builder LLC

REVIEW
Glenn F.
Charles Town, WV
Apr 03, 2019
★★★★★

They were very thorough and fast getting the job done and it looks very, very nice.

16125 Business Parkway,
2nd Floor
Hagerstown , MD 21740
(301) 241-0280
stevekemperbuilders.com

REVIEW
JEFF L.
INWOOD, WV
Mar 09, 2019
★★★★★

Roof replacement gone south! Roofers did not cover my back deck and threw shingles onto my vinyl railing, scratched my storm door, bent the satellite dish, stepped all over my shrubs, dumped out their food from lunch beside of my garage, urinated on my siding instead of leaving to use a bathroom, didn't replace all of the drip edge. The list goes on...finally told project manager to forget the rest of the work. Last week I had shingles blow up and rip off. After researching install instructions on manufacturers website found shingles are supposed to be nailed in strip provided. Found several of mine that blew off nailed above nailing strip. Paid them 75% of contracted price and still fighting over all of the things broken, scratched, scuffed and not done correctly. Would not recommend them to put a roof on a doghouse.

GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Steve Kemper Builder LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Steve Kemper Builder LLC in Woodbridge, VA; Glen Allen, VA; Manassas, VA; Coraopolis, PA; Charles Town, WV; Mckees Rocks, PA; Monessen, PA; Henrico, VA; Inwood, WV; Belle Vernon, PA; and 152 other cities in Virginia, Pennsylvania, West Virginia, Maryland, Florida, and 4 other states.

REVIEW
Jack J.
Martinsburg, WV
Feb 18, 2019
★★★★★

Dustin was extremely professional and knowledgeable. The installation crew was very courteous and professional. They did a great job of being respectful of my home. I could not be happier with the process. Everything was perfect, and they did a great job.

In this report, Steve Kemper Builder LLC has published a summary of the customer feedback they've received since they joined GuildQuality in June 2017. In that time, 698 out of 1,766 customers (40%) responded to a GuildQuality satisfaction survey, with the most recent response in September 2019.