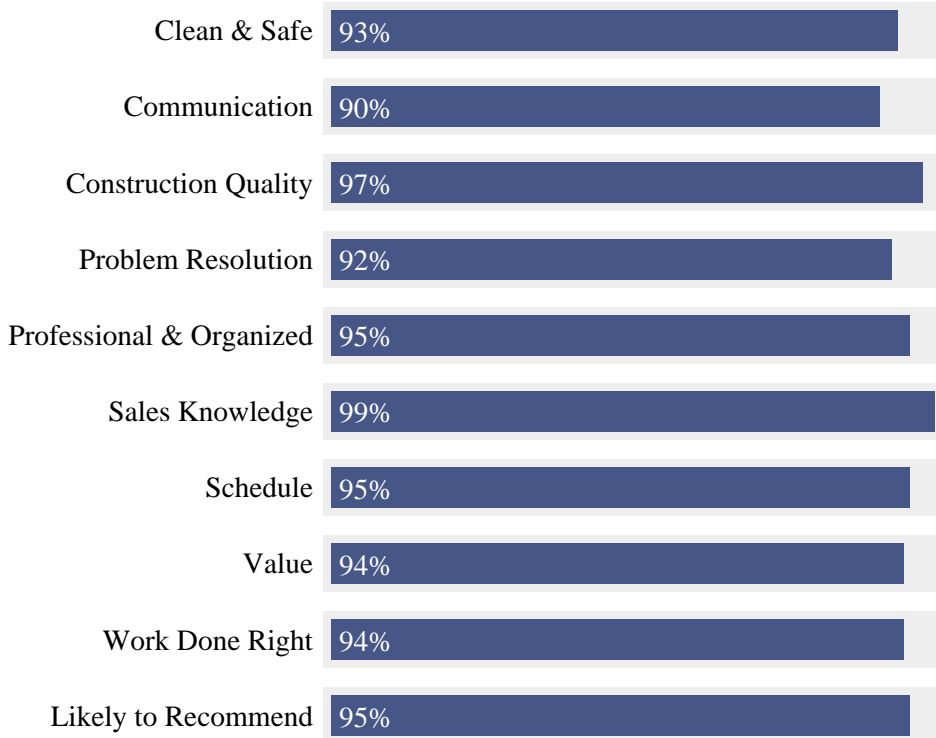


CUSTOMER FEEDBACK REPORT *for*  
Erie Construction Midwest Inc



## Customer Feedback Summary

Of 1,105 customers surveyed, 554 responded



4271 Monroe St.  
Toledo , OH 43606  
(419) 472-4200  
[www.erieconstruction.org](http://www.erieconstruction.org)

### GUILDMEMBER SINCE 2011

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## Recent Reviews & Published Comments

### REVIEW

Brandon B.  
Cookeville, TN  
Jan 16, 2020



I was happy with he work the roof looks great but two months we have been fighting for a leak to get fixed.

### REVIEW

DONNA C.  
WOODSON  
TERRACE, MO  
Jan 08, 2020



The company as a whole was amazing. Jacob, Zackery, Bob, Bill and Austin were kind, honest and professional. I am very appreciated about what they did for me. I would recommend them to anyone.

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REVIEW

WILLIAM B.  
HERSHEY, PA  
Jan 06, 2020



They did a nice job and I am pleased with the work.

COMMENT

Additional Comment  
Jan 06, 2020

They clean up after themselves and were very prompt. I would highly recommend them.

COMMENT

Additional Comment  
Jan 06, 2020

I was most satisfied with the fact that they came in the middle of a storm and got it done. Our roof was leaking and they came during that timeframe for us.

REVIEW

STEPHANIE R.  
GENEVA, NY  
Jan 06, 2020



Fantastic crew. They did a great job and came in during a winter storm. They worked hard to get the job done right.

COMMENT

Additional Comment  
Jan 06, 2020

I was most satisfied with the total quality of the job overall.

REVIEW

VINCENT S.  
LEROY, NY  
Jan 06, 2020



They did a great job. I am totally satisfied.

REVIEW

VASSILI S.  
SMYRNA, TN  
Jan 06, 2020



The experince was very positive Erie roofing showed up on time, did what they said they would do and charged what they said they would.

REVIEW

Kim S.  
O FALLON, IL  
Jan 06, 2020



We were very impressed with the guy they sent over. It was a single guy. He was quick and clean. It was beyond impressive.

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COMMENT

Additional Comment  
Jan 06, 2020

I was most satisfied with the timeliness, and overall workmanship and the quality of the product.

REVIEW

Connie W.  
NINEVEH, IN  
Jan 06, 2020

We are very satisfied with the roof! They did it in a timely manner and the work area was always kept clean.



REVIEW

SAM B.  
LIMA, OH  
Jan 06, 2020

They did a great job. They were very responsive and professional.



COMMENT

Additional Comment  
Dec 21, 2019

I was most satisfied with communication. They were very good about updates and they worked really well with my budget.

COMMENT

Additional Comment  
Dec 21, 2019

I would recommend calling Erie first if you need roofing work you will be glad you did. Thanks Erie.

COMMENT

Additional Comment  
Dec 20, 2019

I was most satisfied with their professionalism, the workmanship and being on time.

REVIEW

William S.  
Milford, MI  
Dec 20, 2019

They did a very good job and explained everything that I needed to know. I am happy and pleased with everything.



REVIEW

Cheryl R.  
Lafayette, IN  
Dec 20, 2019

The job was done very quickly and courteously. There were no messes left, and I was very very pleased with the performance. Also, with their work, I was very pleased.



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REVIEW

Dale S.  
Canton, OH  
Dec 20, 2019



I'm very satisfied with the job. I had a couple of small issues. One, they did have a leak. They had to come back and caulk a ventilation sham. It was getting dark when they came out for that. It was getting dark when they first installed the shingles around the vent so it didn't seal good, and I had a leak. When they had to come out, they came out in an hour and sealed it up. So far, it hasn't leaked again.

REVIEW

Pamela S.  
Britton, MI  
Dec 19, 2019



They were timely, professional, and courteous.

REVIEW

Adam H.  
Cookeville, TN  
Dec 02, 2019



Ben was a absolutely knowledgeable young man. I wish the rest of the company would follow his lead. The roof is absolutely beautiful and amazing.

REVIEW

Kathleen S.  
Lackawanna, NY  
Dec 02, 2019



I need to call them about the gutters and icicles forming on my gutters.

REVIEW

Gary B.  
Whitehouse, OH  
Nov 27, 2019



Every one with Erie Construction Midwest was professional, and efficient while providing quality workmanship and great customer service. I highly recommend the product and service they provide!



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REVIEW

Chris R.  
Joplin, MO  
Nov 26, 2019



Erie spotted my house in the neighborhood and offered what they called a "free roof inspection". I know I am in need of a roof so I thought I would hear what they have to say and took them up on the offer. They came out a few days later when I got home from work at 7:00PM for the "inspection". It was dark out and raining at the time. They did not seem to have been concerned with actually looking at the shingles themselves, or checking for hail damage, etc. They went into the attic to take a few pictures on their iPad then came back inside. The "free roof inspection" turned out to be a massive ploy for a sales pitch. It was obvious what they were offering was way out of my price range so I tried several social queues to let them know I'm not interested. I also just told them it's out of my price range so they continued to try and offer other options (as sales people do). I let them know I had somewhere to be and yet they still didn't seem concerned with what I had going on and remained in my living room for about another 30 min after that. Finally 3 hours after they arrived they had left, which was not how I wanted to spend my time away from work.

REVIEW

John K.  
Youngstown, OH  
Nov 26, 2019



They were professional, and explained everything thoroughly.

COMMENT

Additional Comment  
Nov 26, 2019

I was satisfied with everything. They did an awesome job with windows and the roof.

CUSTOMER FEEDBACK REPORT *for*  
Erie Construction Midwest Inc

REVIEW

Alan H.  
Chambersburg, PA  
Nov 26, 2019



I thought they were very professional.

REVIEW

Aundrea B.  
Mountain View, MO  
Nov 26, 2019



The workers were very professional and speedy. I had a concern because we were doing a harvest party at my house on the last day. They promised they would be through and they were. They cleaned up afterward. One of them was picking some things up and my husband said don't worry about it. They were very thorough and fast. I was amazed at how good they were when being so fast.

COMMENT

Additional Comment  
Nov 26, 2019

The installer did a wonderful job. He went above and beyond.

COMMENT

Additional Comment  
Nov 26, 2019

I would recognize the whole team for their exceptional service.



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