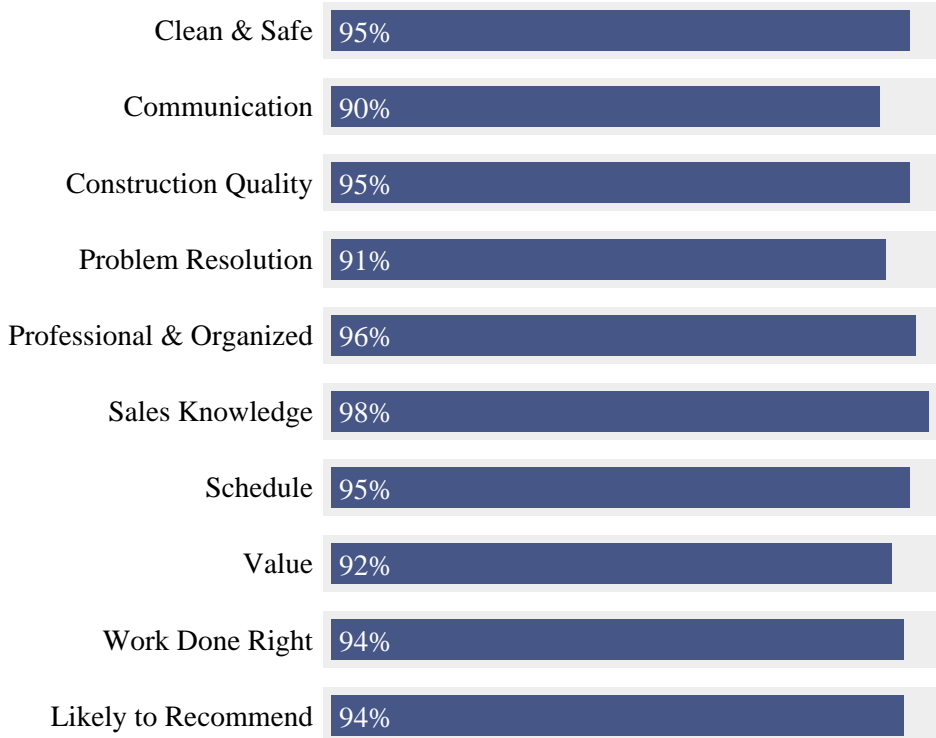


CUSTOMER FEEDBACK REPORT *for*
Erie Construction Midwest Inc



Customer Feedback Summary

Of 1,153 customers surveyed, 499 responded



4271 Monroe St.
Toledo , OH 43606
(419) 472-4200
www.erieconstruction.org

GUILDMEMBER SINCE 2011

As a GuildQuality Guildmember, Erie Construction Midwest Inc relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Erie Construction Midwest Inc in Pittsburgh, PA; Rochester, NY; Buffalo, NY; Toledo, OH; Springfield, MO; Columbus, OH; Cheektowaga, NY; Huber Heights, OH; Dayton, OH; Fairborn, OH; and 586 other cities in Ohio, New York, Michigan, Pennsylvania, Missouri, and 11 other states.

In this report, Erie Construction Midwest Inc has published a summary of the customer feedback they've received in the past 12 months. In that time, 499 out of 1,153 customers (43%) responded to a GuildQuality satisfaction survey, with the most recent response in June 2019.

Recent Reviews & Published Comments

REVIEW

Jeremy T.
Burlington, MA
Jun 13, 2019



In general, everything was good.

REVIEW

Scott B.
Portage, MI
Jun 13, 2019



I was more than happy with the quality. Also that they got the job done right the first time and in a timely fashion.

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REVIEW

William S.
Hudson, MI
Jun 13, 2019



I like the quality of the materials and the finished product.

COMMENT

Additional Comment
Jun 13, 2019

I was satisfied with the quick responses from sales and installation team. I didn't have to wait for a call. They were right on top of getting everything done.

REVIEW

Zachary M.
Perry, NY
Jun 13, 2019



From the beginning to the end of construction, everyone was knowledgeable, courteous, friendly, and helped with all of our necessities. The product is amazing. I would highly recommend them to anyone looking to get a new roof.

COMMENT

Additional Comment
Jun 13, 2019

I was most satisfied with their ability to work well and do a good quality job. You didn't have to supervise and worry about anything. It got done in a timely manner like they said it would be.

REVIEW

Robert K.
Spencerport, NY
Jun 13, 2019



They have quality products for a decent price and a great guarantee.

COMMENT

Additional Comment
Jun 13, 2019

They were actually a day early. So that was nice.

COMMENT

Additional Comment
Jun 13, 2019

I was most satisfied with the fact they got it done quickly and cleaned up well and it looks good.

REVIEW

Adam T.
Roseville, MI
Jun 13, 2019



I was pleased with everything and I would go with them again.

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REVIEW

Tonya C.
Toledo, OH
Jun 13, 2019



Make sure you pay attention to the actual finance charges. They told me a five year payment plan, but it ended up being ten years.

COMMENT

Additional Comment
Jun 05, 2019

I am most satisfied with how Profesional and well they cleaned up everything. It was amazing.

REVIEW

Kyle T.
SALISBURY, MA
Jun 05, 2019



The workmanship was fabulous, they were professional and we are very happy they did a good job.

COMMENT

Additional Comment
May 30, 2019

I am most satisfied that the windows look tremendous. They were professional and did a very good job.

REVIEW

Patrick M.
Essexville, MI
May 30, 2019



I used to put in windows and they do better work than I did.

COMMENT

Additional Comment
May 30, 2019

They were really efficient and got right to work. They went straight through all their hours and did a good job.

REVIEW

William B.
Winchendon, MA
May 30, 2019



They did an outstanding job and I am very satisfied with the value and professionalism of their staff.

REVIEW

Jacquelyn M.
Port Clinton, OH
May 30, 2019



The crew was great. They did a wonderful job.

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REVIEW

Shirley P.
Greece, NY
May 30, 2019



From the first phone call to the end, they were awesome. They did everything they said they were going to do.

REVIEW

Lawrence N.
Williamsville, NY
May 30, 2019



I strongly recommend this company and they approached this project efficiently.

REVIEW

David C.
Kalamazoo, MI
May 30, 2019



The windows are of better quality than we expected. They seem to really do a good job of keeping the heat out.

REVIEW

Dale B.
Columbus, OH
May 30, 2019



Erie Construction did what they said they were going to do. I am very satisfied with the work done on my roof.

REVIEW

Sarah S.
HARRISON, AR
May 29, 2019



The guys were very professional, and the lead contractor was very, very helpful with the issues that we had. They completed it in a great amount of time, they were very timely and respectable about doing their job.

COMMENT

Additional Comment
May 29, 2019

I would recognize Brad, the salesman, and the foreman. He was knowledgeable, personable and all-out good. No shenanigans, no goofing off or anything like that. He made sure everything was done right. There was one little mishap and it was repaired. No problems. Really done well, very professional and very well respected. What is on the ad is true.

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COMMENT
Additional Comment
May 29, 2019

I was satisfied with their presentation and everything was clearly stated. They went through the process step by step and showed me how everything is done. Very well presented and the work was very well done. Not only brad but the foreman person in charge of the team let me know what time they'd be here, the day they'd be here and went through as said. Very satisfied.

COMMENT
Additional Comment
May 15, 2019

I am very pleased with the installer and he worked well with my husband. They got along well and the project turned out beautifully. Also after completion, he cleaned up after himself.

COMMENT
Additional Comment
May 15, 2019

I was satisfied with the quality of the windows and the installer was really professional. He did a real nice job.

COMMENT
Additional Comment
May 15, 2019

I was most satisfied with the quality of the product.

COMMENT
Additional Comment
May 09, 2019

I was most satisfied with the workmanship and the final job. I was really happy with that

REVIEW
Tiffany M.
MADISON, CT
May 07, 2019
★★★★★

My husband and I were very impressed with the quality of the work and professionalism of the staff. We are extremely happy and satisfied with the product.