

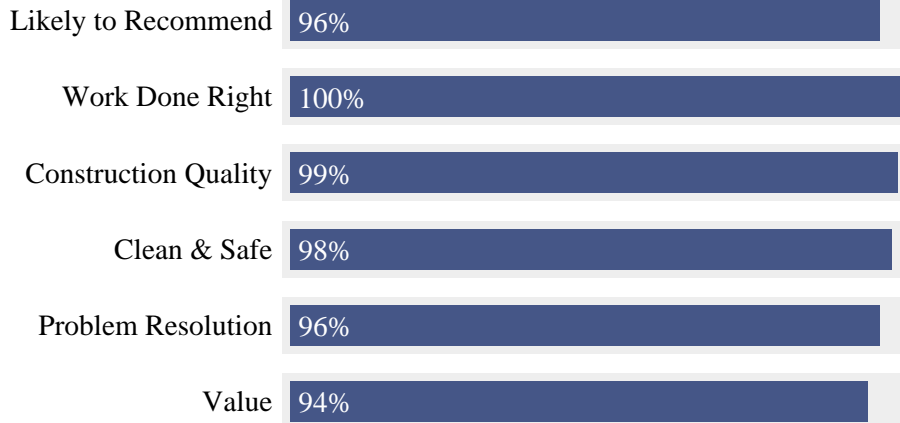
CUSTOMER FEEDBACK REPORT *for*  
**Fick Bros. Roofing & Exterior Remodeling  
Company**



1200 E. 25th Street  
Baltimore , MD 21218  
(410) 889-5525  
www.fickbros.com

## Customer Feedback Summary

Of 1,782 customers surveyed, 1,106 responded



### **GUILDMEMBER SINCE 2009**

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## Recent Reviews & Published Comments

### REVIEW

M.M.C.  
Baltimore, MD  
Jan 18, 2020



Professional, with precise detail for quality work realized in the finished project and reasonably priced to ensure our complete satisfaction from start to finish.

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COMMENT  
Additional Comment  
Jan 06, 2020

Yes, we would like to recognize Nicole Clark, Production Administrator. Nicole is an excellent communicator and problem solver who always responded to us quickly and directly delivered a fine solution for each of the concerns that occurred during the work of replacing the old roof on our house. She was a pleasure to speak with and work with from start to finish. We would also like to recognize Anthony Corn, Project Foreman. Anthony was thoroughly professional and gave us great confidence during the entire project with his excellent management of the process and the quality of the work he did with his fine crew. He brought materials of only high quality to the job and a dedicated and responsible workmanship to our home. Finally, he made certain that we were happy with the completed new roof, the manner that the work was carried out, and the condition of our house and property following the completion of the work.

COMMENT  
Additional Comment  
Dec 07, 2019

Honest and thorough diagnosis. Clear description of repair. Competitive quote. Arrived before expected start date because I had active leak. Clean worksite.

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REVIEW

M.M.G.  
Lutherville Timonium,  
MD  
Oct 17, 2019  
★★★★★

Fick Bros. does quality work. I called them because I needed my roof replaced after discovering 2 leaks in it. Todd Mullenax came out, went on my roof, took a bunch of pictures and prepared a thorough, detailed report for me. He explained the findings and presented my wife & me with various solutions. The crew that replaced my roof was on time, professional and very respectful of my house, my property, my time and my family. Anthony explained what would happen at each stage and answered all my questions during the roof replacement. I had 4 estimates for my roof, and Fick was the highest. However, "you get what you pay for," and I know this roof will last 80+ years.

REVIEW

State F.  
Towson, MD  
Oct 09, 2019  
★★★★★

They did quality work and I always appreciate it.

REVIEW

Ms M.  
Baltimore, MD  
Oct 03, 2019  
★★★★★

Fick Bros. Roofing & Exterior Remodeling Company is an honest, responsive, professional roofing company with the expertise to tackle any roofing project.

REVIEW

M.B.M.  
Ellicott City, MD  
Sep 30, 2019  
★★★★★

Other than the estimate being wildly off, the work was first class. Expensive but worth it.

REVIEW

M.W.F.  
Baltimore, MD  
Sep 03, 2019  
★★★★★

Fantastic job well done in a very timely fashion!

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COMMENT  
Additional Comment  
Aug 26, 2019

The crew and project execution. They were so professional and pleasant. Provided us with pictures and explanations. They were really wonderful

REVIEW  
Mr S.  
Baltimore, MD  
Aug 14, 2019  
★★★★★

They were very professional. I am pleased with the quality of the materials they used. They had a very reasonable cost.

REVIEW  
M.M.B.  
Towson , MD  
Jul 23, 2019  
★★★★★

Couldn't be more pleased. Everyone at Fick was pleasant, helpful and knowledgeable.

Comment from Fick Bros. Roofing & Exterior Remodeling Company

Thank you - it was a pleasure to work with you on your home.

COMMENT  
Additional Comment  
Jun 26, 2019

Overall professionalism. Everything was clearly explained and everything was done as explained. Scheduling and follow up was excellent.

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COMMENT  
Additional Comment  
Jun 13, 2019

In our experience the individuals and teams who have worked with us on our several projects were pleasant and accommodating to work with and provided us with thoughtful, quality workmanship and attention to detail. We particularly appreciate not having to worry the details (for example ... protecting open work areas from the weather, attending to the unanticipated issue, quality work even where it can't be seen, cleaning up the work site) because we know these details are not being overlooked. To us, the confidence and peace-of-mind we find in Fick Bros.' approach and workmanship is worth (within reason, of course) the premium we may feel we pay to work with Fick Bros. and, in the long run, ends up saving us additional headache and expense.

COMMENT  
Additional Comment  
Jun 11, 2019

Costlier than other providers, but certainly worth it given prior experiences with other competitors were not as satisfying

COMMENT  
Additional Comment  
Jun 11, 2019

People on the project and their knowledge. Communication exceeded expectations in all parts of the project. Workmanship is outstanding.

REVIEW  
M.J.D.  
Baltimore, MD  
Jun 07, 2019  
★★★★★

Fick was very accommodating, they communicated very well for the most part and I was very happy with the finished product.

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COMMENT  
Additional Comment  
Jun 04, 2019

I believe the roof work is one of the finest jobs of its kind in the nation. The leadership of the Annapolis Historical Preservation Division named this roof "the finest in Annapolis." I would be pleased to offer my personal testimonial to any national or regional organization recognizing such superior craftsmanship and attention to detail.

REVIEW  
M.M.M.  
Annapolis , MD  
Jun 04, 2019  
★★★★★

Fick Bros Roofing is simply the best. Ours was a very demanding job, requiring the highest level of craftsmanship on a very visible site. Because of the 1100 interlocking panels (pans), great attention to detail was absolutely necessary. Anthony Corn and Bryan Zelinski did a superb job. Ralph Kuehnle's carpentry work was equally superb.

Comment from Fick Bros. Roofing & Exterior Remodeling Company

thanks for a great review. Everyone really enjoyed working on your project.

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REVIEW

M.M.J.  
Baltimore, MD  
Jun 04, 2019  
★★★★★

Over a two-year period of working with the representatives of Fick Brothers, we've enjoyed excellent results on two major roofing projects, essentially receiving 1) full historic restoration of two large dormer windows and their roofing and built in gutter on the front of a 140-year-old, 3-storey house and 2) replacement of the building's main roof. Analysis of the issues in the preparation of contracts was outstanding, especially in comparison to proposals requested from other contractors. Manners, responsiveness and professionalism of all Fick personnel, onsite and at the office, have been exemplary. And, most important, thoroughness and quality of the work completed is very impressive.

Comment from Fick Bros. Roofing & Exterior Remodeling Company

Thanks for the great review - we enjoyed working on your project.

REVIEW

M.M.D.  
Baltimore, MD  
May 23, 2019  
★★★★★

The work and team were exceedingly professional and well done. The roof is probably better than what was there originally. The troubling issue is that the cost of the work, for what was done, was MUCH HIGHER than what I expected and what I have been told is in line for that work. It felt like they piled on the costs and fees to justify a larger bill. Given the quality of the work, it was disappointing.

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REVIEW

M.K.G.  
Lutherville Timonium,  
MD  
May 15, 2019  
★★★★★

Fick Bros. delivers. Every aspect of our roof replacement was outstanding. Their attention to detail is unbelievable. Two weeks after our roof was installed, our roofing estimator noticed a color lot problem on two small areas on the portion of the main roof facing the street. He sent a photo to the production manager, and within two weeks, the problem shingles were replaced. We could not have been happier.

COMMENT

Additional Comment  
May 13, 2019

Kenny and his crew were fantastic. They never cut corners, always communicated if something needed to be fixed properly if it had a wait on a particular part to be made- I didn't mind. As long as the work is done well from start to finish, I'll wait! Great team!

COMMENT

Additional Comment  
May 02, 2019

I was most satisfied that they kept me informed of what was going on, both before and during.

REVIEW

D.M.D.  
Reisterstown , MD  
May 02, 2019  
★★★★★

A great team from start to finish. Our roof was a bit complicated and I could tell they were expert and confident. Installation was Orderly and efficient A friendly polite group Of workers who were kept the job site safe and Clean. The office staff is available and answers all questions quickly. I had heard Fick Bros were best in Baltimore and I agree

Comment from Fick Bros. Roofing & Exterior Remodeling Company

Thanks Dr. Tunkel, everyone enjoyed working on your home.

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COMMENT  
Additional Comment  
Apr 25, 2019

I was most satisfied with their knowledge and understand of what to do. I had three other roofers come and they didn't even understand what a scupper was. Fick Bros. did and custom made it for me.

COMMENT  
Additional Comment  
Apr 18, 2019

They kept us informed of anything that was happening throughout the process. Everyone that worked on the house were nice and helpful.

COMMENT  
Additional Comment  
Apr 03, 2019

I was most satisfied with their communication and honesty.

REVIEW  
M.M.G.  
Baltimore, MD  
Mar 27, 2019  
★★★★★

They more than exceeded my expectation of them. They were on time and completed my job sooner than expected..

COMMENT  
Additional Comment  
Mar 27, 2019

I was most satisfied with the way they operate, their reliability, workmanship, etc.

REVIEW  
M.M.B.  
Lutherville-Timonium,  
MD  
Mar 20, 2019  
★★★★★

Fick Bros. is the best roofing company we have ever worked with. Their professionalism and expertise gave us peace of mind our project was being completed with great care. We highly recommend Fick Bros.