

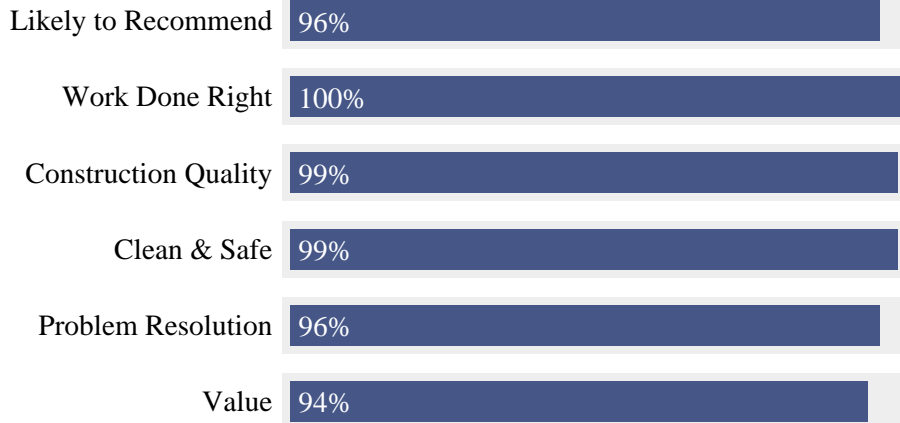
CUSTOMER FEEDBACK REPORT *for*  
**Fick Bros. Roofing & Exterior Remodeling  
Company**



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

## Customer Feedback Summary

Of 1,703 customers surveyed, 1,068 responded



### **GUILDMEMBER SINCE 2009**

As a GuildQuality Guildmember, Fick Bros. Roofing & Exterior Remodeling Company relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Fick Bros. Roofing & Exterior Remodeling Company in Baltimore, MD; Towson, MD; Lutherville Timonium, MD; Owings Mills, MD; Pikesville, MD; Parkville, MD; Reisterstown, MD; Cockeysville, MD; Lutherville, MD; Catonsville, MD; and 54 other cities in Maryland, New Jersey, California and Maine.

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## Recent Reviews & Published Comments

### 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

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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.

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. Anthoney 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.

COMMENT  
Additional Comment  
Mar 13, 2019

Communication. Throughout the whole process, the communication with me was fantastic.

COMMENT  
Additional Comment  
Mar 13, 2019

Many times I get emailed the opportunity to respond to a survey, but it takes me on the computer to places I don't want to go and asks me to provide information that I don't want to provide. This is a vastly superior manner to get customer feedback to me. I appreciate that this way of checking up on customer service is again, once more step above the usual.

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REVIEW

M.M.M.  
Baltimore, MD  
Mar 13, 2019  
★★★★★

In the Baltimore area, it seems to me it is difficult to find a company that goes above and beyond all across the board. While you certainly pay a fair price for their service, there is never any question that the work is done professionally and as expediently as possible. We have done several projects with them, and every single one has turned out to be a great experience.

Comment from Fick Bros. Roofing & Exterior Remodeling Company

Thank you for your review.

REVIEW

Ms W.  
Baltimore, MD  
Mar 04, 2019  
★★★★★

Always great service and follow up

Comment from Fick Bros. Roofing & Exterior Remodeling Company

Thanks!

REVIEW

M.M.F.  
Baltimore, MD  
Feb 26, 2019  
★★★★★

Fick Brothers has been taking care of our slate roof for almost 20 years now. Appreciate their attention to detail (noticing issues before they become real problems) as well as their responsiveness when we need them in an urgent situation. Mostly, we want to not have to worry about our roof, and with Fick doing routine inspections and maintenance, we know it's in good hands!

COMMENT

Additional Comment  
Feb 14, 2019

Fick Bros. Is a company that is quick, easy and pleasant to deal with. I had no problems, no complaints and no worries with their work.

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REVIEW

M.M.L.  
Baltimore, MD  
Jan 28, 2019



I would highly recommend them. They are professional and knowledgeable.

Comment from Fick Bros. Roofing & Exterior Remodeling Company

thanks for the great rating. We enjoyed working with you on your home.

COMMENT

Additional Comment  
Jan 24, 2019

Walter took a great deal of time to document and explain the problem and solutions. He was exceedingly easy to talk to plus respectful and nice. Nicole always responded promptly and courteously.

COMMENT

Additional Comment  
Jan 19, 2019

Everything turned out great and I am satisfied with the work.

COMMENT

Additional Comment  
Jan 16, 2019

First rate job with care and cleanliness seldom seen these days

COMMENT

Additional Comment  
Jan 15, 2019

I was most impressed with the presentation and quality of the work because the first let me know what to expect and the second complied with the first!

COMMENT

Additional Comment  
Jan 15, 2019

Quality of the work. Crews and staff also were a pleasure to work with.

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