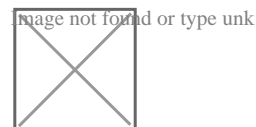
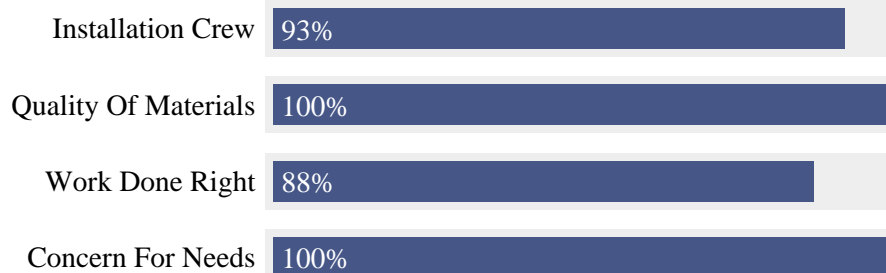


# CUSTOMER FEEDBACK REPORT *for* Griffin Roofing & Construction LLC



## Customer Feedback Summary

*Of 103 customers surveyed, 52 responded*



PO Box 2151  
Matthews , NC 28106  
(704) 769-0472  
[www.griffinroofs.com](http://www.griffinroofs.com)

### GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Griffin Roofing & Construction LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Griffin Roofing & Construction LLC in Charlotte, NC; Charlotte,, NC; Fort Mill, SC; Matthews, NC; Huntersville, NC; Monroe, NC; Monroe,, NC; Denver, NC; Mint Hill, NC; Indian Trail, NC; and 16 other cities in North Carolina and South Carolina.

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## Recent Reviews & Published Comments

### REVIEW

Jeannine R.  
Charlotte, NC  
Feb 05, 2020



The entire team was very courteous and easy to work with.

### COMMENT

Additional Comment  
Aug 29, 2018

I was most satisfied their quality and timeliness. They are good at what they do.

### COMMENT

Additional Comment  
Aug 29, 2018

I am in construction and I have already recommended them.

### REVIEW

Greg B.  
Gastonia, NC  
Aug 29, 2018



Their quality, their standard, their workmanship and their timeless is exceptional.

### COMMENT

Additional Comment  
Jul 11, 2018

Steve is great to work with and communicates very well. Always replies with quotes and updates in a timely manner.

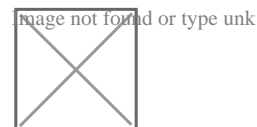
### REVIEW

Al H.  
Indian Land, SC  
Jul 02, 2018



I'm well satisfied. They are good people to work with.

CUSTOMER FEEDBACK REPORT *for*  
**Griffin Roofing & Construction LLC**



COMMENT Steve Whitacre! Very nice professional!  
Additional Comment  
Apr 14, 2018

COMMENT Steve was informative and great representative for  
Additional Comment materials and services. The work done to my home  
Apr 14, 2018 transformed a ugly ducking into a beautiful swan!

REVIEW friendly considerate staff and installers, knowledge  
Gil C. and ability to accommodate the customers concerns  
Charlotte, NC and apply the proper remedy. all in all good job we  
Apr 09, 2018 are very happy with the work  
★★★★★

COMMENT They did a good job!  
Additional Comment  
Jan 29, 2018

COMMENT I was most satisfied with the fact that they arrived  
Additional Comment early and it didn't matter what the temperature was!  
Jan 29, 2018 They're hard workers! It was a team effort and they  
worked together good. You could tell they knew what  
they were doing.

REVIEW They started early and worked late. It didn't matter  
Carolyn B. what the temperature was. It was always the same  
Charlotte, NC people everyday and that impressed me!  
Jan 29, 2018  
★★★★★

COMMENT Steve Whitaker was really great.  
Additional Comment  
Jan 16, 2018

COMMENT The team that came out to my home was responsible  
Additional Comment and hard working. They went above and beyond my  
Jan 07, 2018 expectations.

REVIEW Steve Whitacre was a great person to work with.  
Michael S.  
Charlotte, NC  
Jan 04, 2018  
★★★★★

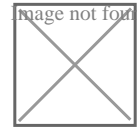
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# CUSTOMER FEEDBACK REPORT *for* Griffin Roofing & Construction LLC

COMMENT  
Additional Comment  
Nov 08, 2017

I would like to recognize Steve, he was extremely professional. I was very satisfied with his performance, and the way I was treated by him. I got five different quotes on this work, and dealing with Steve was a very good experience. I will use them again.

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COMMENT  
Additional Comment  
Oct 02, 2017

I would like to recognize Maytee Sanz for exceptional service.

COMMENT  
Additional Comment  
Oct 02, 2017

I would like to recognize Raul or Steve.

COMMENT  
Additional Comment  
Oct 02, 2017

I was most satisfied with the quality of the product. It is really good, thick and insulated.

COMMENT  
Additional Comment  
Jul 19, 2017

Griffin stuck to the quoted price and didn't upcharge on any individual repairs or outside piece replacements. The hardie plank siding crew did a great job. The window and door crew did a good job. Sales person promptly replied to my concerns and questions.

COMMENT  
Additional Comment  
Jul 17, 2017

I would like to recognize my lead installer for his exceptional service.

COMMENT  
Additional Comment  
Jul 15, 2017

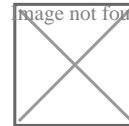
Workmanship , workers did a great job ! Cleaned up daily . Alan was very professional through out the whole job . I would highly recommend Griffin Roofing !

COMMENT  
Additional Comment  
Jun 09, 2017

Very professional and courteous and they willing to negotiate prices based on your needs.

COMMENT  
Additional Comment  
Jun 01, 2017

The quality of work is good, meeting expectations, and the quality is good.



# CUSTOMER FEEDBACK REPORT *for* Griffin Roofing & Construction LLC

COMMENT  
Additional Comment  
May 31, 2017

JJ & Steve helped us clean up a mess from a crooked contractor. If we hadn't met your company we most likely would not of built our sunroom laundry room and bathroom. I had complete faith that they would deliver and give us exactly what we wanted for price we could afford. I tell everybody how Great Griffin roofing and construction is to work with.

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COMMENT  
Additional Comment  
May 25, 2017

I was most satisfied with their quickness.

COMMENT  
Additional Comment  
May 18, 2017

Siding looks beautiful

COMMENT  
Additional Comment  
May 12, 2017

The roof team did a great job. Worked hard and completed the job and cleaned up everything. They were courteous and professional. The vinyl siding repair was a perfect match. Doug was helpful and courteous.

COMMENT  
Additional Comment  
May 12, 2017

I checked the BBB site for 3 roofing companies and obtained 3 estimates. Cost was similar but after meeting with them all 3, I thought Griffin would provide the best roof.

COMMENT  
Additional Comment  
Mar 22, 2017

I would like to recognize the salesman that came out to see me for his exceptional service. Unfortunately, I can't recall his name, but he was very good. He stayed in contact with me.