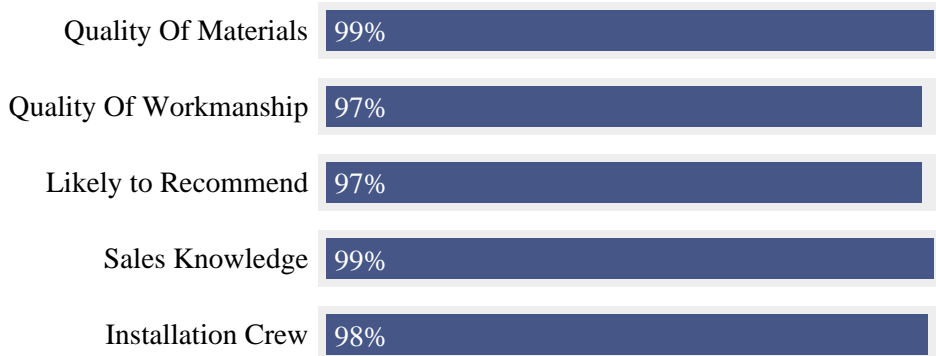


CUSTOMER FEEDBACK REPORT *for*  
**Home Solutions of Iowa**



## Customer Feedback Summary

Of 4,476 customers surveyed, 2,766 responded



16180 SE Laurel Street  
Waukee , IA 50623  
(515) 999-2896  
[www.homesolutionsiowa.com](http://www.homesolutionsiowa.com)

### GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, Home Solutions of Iowa relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Home Solutions of Iowa in Des Moines, IA; Urbandale, IA; West Des Moines, IA; Ankeny, IA; Ames, IA; Clive, IA; Marshalltown, IA; Indianola, IA; Boone, IA; Johnston, IA; and 447 other cities in Iowa, Oklahoma, Nebraska, California, Indiana, and 6 other states.

In this report, Home Solutions of Iowa has published a summary of the customer feedback they've received since they joined GuildQuality in March 2013. In that time, 2,766 out of 4,476 customers (62%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2020.

## Recent Reviews & Published Comments

- COMMENT  
Additional Comment  
Jul 03, 2019  
Did not fall short in my expectations at all. They came a day early which I was happy about.
- COMMENT  
Additional Comment  
Jul 03, 2019  
The employees were very professional. I was happy that they call and asked if they could do the job a day early and I said yes. The employees came in and got the job done in about an hour.
- COMMENT  
Additional Comment  
Jun 27, 2019  
I would like to recognize the crew and the salesman.
- COMMENT  
Additional Comment  
Jun 27, 2019  
I was most satisfied with the salesman, he was very knowledgeable and available and responsive. Also the crew explained things to me really well.
- COMMENT  
Additional Comment  
Jun 27, 2019  
I had a leaking corner, like a valley in the house. They did fix the issue and I am satisfied.
- COMMENT  
Additional Comment  
Jun 27, 2019  
I will be having some Landscaping done. If I need their services I will call them first.
- COMMENT  
Additional Comment  
Jun 23, 2019  
Taylor Webb is great and the installers get a really good job

# Home Solutions of Iowa



COMMENT  
Additional Comment  
Jun 21, 2019

Absolutely.

COMMENT  
Additional Comment  
Jun 21, 2019

Tom did a great job communicating everything. Jeff kept me informed about the installation, and everyone was very easy to work with.

COMMENT  
Additional Comment  
Jun 21, 2019

I was most satisfied with their professionalism and prompt service.

COMMENT  
Additional Comment  
Jun 21, 2019

I have already recommended them to a few friends.

COMMENT  
Additional Comment  
Jun 21, 2019

I just wanted it done and done right. They walked me through everything and were able to get done quickly. I am very happy.

COMMENT  
Additional Comment  
Jun 21, 2019

Yes, I considered others, but Home Solutions is the best in the area and offers the best warranties.

COMMENT  
Additional Comment  
Jun 21, 2019

I have already talked to them about my roof.

COMMENT  
Additional Comment  
Jun 19, 2019

They all went above our expectations. Absolute perfection!

COMMENT  
Additional Comment  
Jun 19, 2019

None

COMMENT  
Additional Comment  
Jun 19, 2019

They are some of the best Craftsmen I've ever felt with. I'll call on them anytime I need their help

COMMENT  
Additional Comment  
Jun 19, 2019

No concerns. They are top notch!

COMMENT  
Additional Comment  
Jun 18, 2019

The install crew was awesome I thought.

16180 SE Laurel Street  
Waukee , IA 50623  
(515) 999-2896  
[www.homesolutionsiowa.com](http://www.homesolutionsiowa.com)

## **GUILDMEMBER SINCE 2013**

As a GuildQuality Guildmember, Home Solutions of Iowa relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Home Solutions of Iowa in Des Moines, IA; Urbandale, IA; West Des Moines, IA; Ankeny, IA; Ames, IA; Clive, IA; Marshalltown, IA; Indianola, IA; Boone, IA; Johnston, IA; and 447 other cities in Iowa, Oklahoma, Nebraska, California, Indiana, and 6 other states.

In this report, Home Solutions of Iowa has published a summary of the customer feedback they've received since they joined GuildQuality in March 2013. In that time, 2,766 out of 4,476 customers (62%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2020.

# Home Solutions of Iowa



COMMENT  
Additional Comment  
Jun 17, 2019

I would like to recognize Cole Antonovich for his exceptional service. I would also like to recognize the installers for their exceptional service. They were friendly, if we talked to them they would stop and talk to us. They went over and above.

16180 SE Laurel Street  
Waukee , IA 50623  
(515) 999-2896  
[www.homesolutionsiowa.com](http://www.homesolutionsiowa.com)

COMMENT  
Additional Comment  
Jun 17, 2019

I was most satisfied with the crew that came to install. My wife has gardens and I don't think they touched a single plant. She was very amazed.

## **GUILDMEMBER SINCE 2013**

As a GuildQuality Guildmember, Home Solutions of Iowa relies on our customer surveying to help them deliver an exceptional customer experience.

COMMENT  
Additional Comment  
Jun 13, 2019

I was most satisfied with the appearance and the service was good.

We have surveyed customers on behalf of Home Solutions of Iowa in Des Moines, IA; Urbandale, IA; West Des Moines, IA; Ankeny, IA; Ames, IA; Clive, IA; Marshalltown, IA; Indianola, IA; Boone, IA; Johnston, IA; and 447 other cities in Iowa, Oklahoma, Nebraska, California, Indiana, and 6 other states.

COMMENT  
Additional Comment  
Jun 13, 2019

I chose Home Solutions because of the design of the gutters.

COMMENT  
Additional Comment  
Jun 12, 2019

The installation was very professional- completed the job in one day. Answered and addressed any questions we had.

In this report, Home Solutions of Iowa has published a summary of the customer feedback they've received since they joined GuildQuality in March 2013. In that time, 2,766 out of 4,476 customers (62%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2020.

COMMENT  
Additional Comment  
Jun 11, 2019

Cole and Justin were great.

COMMENT  
Additional Comment  
Jun 11, 2019

I was satisfied with the quality of workmanship.

COMMENT  
Additional Comment  
Jun 07, 2019

They all did a good job!

COMMENT  
Additional Comment  
Jun 07, 2019

They seemed to make sense and the price was fine.

COMMENT  
Additional Comment  
Jun 07, 2019

I was most satisfied with the promptness of doing the job and keeping the area clean up when they left. They did a very good job.

COMMENT  
Additional Comment  
Jun 05, 2019

I don't have to make time to spend 2 hours on cleaning the mud out of the old gutters every 2 years like I used to. Worth every penny for that.