

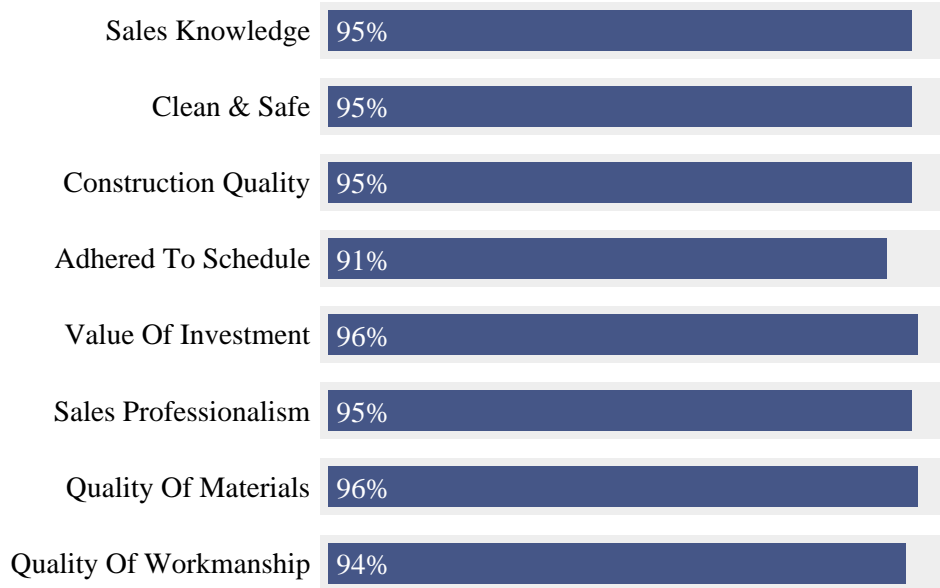


CUSTOMER FEEDBACK REPORT *for*

# Long Roofing

## Customer Feedback Summary

Of 18,180 customers surveyed, 9,916 responded



10236 Southard Dr.  
Beltsville , MD 20705  
(844) 621-5664  
longroofing.com

### GUILDMEMBER SINCE 2011

As a GuildQuality Guildmember, Long Roofing relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Long Roofing in Washington, DC; Silver Spring, MD; Alexandria, VA; Baltimore, MD; Upper Marlboro, MD; Bowie, MD; Woodbridge, VA; Clinton, MD; Hyattsville, MD; Temple Hills, MD; and 1198 other cities in Virginia, Maryland, West Virginia, Massachusetts, North Carolina, and 7 other states.

In this report, Long Roofing has published a summary of the customer feedback they've received since they joined GuildQuality in June 2011. In that time, 9,916 out of 18,180 customers (55%) responded to a GuildQuality satisfaction survey, with the most recent response in January 2020.

## Recent Reviews & Published Comments

### REVIEW

Samantha Q.  
Cheverly, MD  
Jan 16, 2020



While my first thought -- never having had to replace a roof before was, "This is a little expensive," I learned it was ultimately a great value after talking with another contractor. Between the super warranty and the improved underlayment (over tar paper), I didn't give it another thought. Add to that, that my entire roof was done in a DAY (1600+ square foot house with a side porch and a shed, and I was amazed! I believe my neighbors used the other contractor I talked with and it took three days to finish nearly the exact same house. (And yes, I did recommend they use Long!) I'll be planning more projects and calling Long to do them!



CUSTOMER FEEDBACK REPORT *for*

# Long Roofing

REVIEW

David B.  
Hagerstown, MD  
Jan 14, 2020  
★★★★★

Quality materials and excellent installation ~ very well pleased.

REVIEW

Paul C.  
Winchester, VA  
Jan 14, 2020  
★★★★★

Could not have asked for a better job, absolutely delighted with the work and the results. Great customer service as well when I had concerns and questions afterwards

REVIEW

Patricia O.  
Washington, DC  
Jan 14, 2020  
★★★★★

Installers just showed up and started banging on the roof without speaking with the homeowners. No foreman or leader introduced themselves. After the completed, they left debris, damage our gutters with the ladders and scape the tars into the gutters. This caused the gutter backup into the upper side of the house. We have to cut the down sprout to ease the problem. We were promised by the last inspector that a free gutter will be given. Complaints were made, promises were made but not fulfilled.

REVIEW

Lacy G.  
Washington, DC  
Jan 14, 2020  
★★★★★

It was a really good job and I need it badly!

REVIEW

Janet C.  
Mechanicsville, MD  
Jan 14, 2020  
★★★★★

I was very satisfied.

REVIEW

France L.  
Upper Marlboro, MD  
Jan 14, 2020  
★★★★★

Long Roofing's materials and workmanship are outstanding. The workers are courteous. They follow through and correct any problems you may have. I was very pleased to work with them.

10236 Southard Dr.  
Beltsville, MD 20705  
(844) 621-5664  
longroofing.com

**GUILDMEMBER SINCE 2011**

As a GuildQuality Guildmember, Long Roofing relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Long Roofing in Washington, DC; Silver Spring, MD; Alexandria, VA; Baltimore, MD; Upper Marlboro, MD; Bowie, MD; Woodbridge, VA; Clinton, MD; Hyattsville, MD; Temple Hills, MD; and 1198 other cities in Virginia, Maryland, West Virginia, Massachusetts, North Carolina, and 7 other states.

In this report, Long Roofing has published a summary of the customer feedback they've received since they joined GuildQuality in June 2011. In that time, 9,916 out of 18,180 customers (55%) responded to a GuildQuality satisfaction survey, with the most recent response in January 2020.



CUSTOMER FEEDBACK REPORT *for*

# Long Roofing

REVIEW

Freda H.  
Annandale, VA  
Jan 14, 2020



Everyone was very kind, very understanding and very helpful, I am certainly well pleased.

REVIEW

Charles M.  
Burtonsville, MD  
Jan 14, 2020



Everything was great. Everyone was very professional and prompt.

REVIEW

James M.  
Purcellville, VA  
Jan 14, 2020



We had our windows done with them before, and we were very pleased with them. They had a lifetime service. We couldn't be happier about our roofing. We have a great trust in their products and their workmanship. We made the decision to buy the roof because they did such a great job on the windows.

REVIEW

James G.  
College Park, MD  
Jan 14, 2020



We are very happy with their work and the product.

REVIEW

Gerald C.  
Waldorf, MD  
Jan 14, 2020



I really enjoyed the business relationship, the windows look absolutely perfect on the house.

REVIEW

Raymond H.  
Mechanicsville, MD  
Jan 14, 2020



The young men that were here were awesome. They worked hard in the heat and only took a small break for their lunch, and they also cleaned up well. They were very careful with my plants around the house. I appreciated their hard work!

10236 Southard Dr.  
Beltsville, MD 20705  
(844) 621-5664  
longroofing.com

**GUILDMEMBER SINCE 2011**

As a GuildQuality Guildmember, Long Roofing relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Long Roofing in Washington, DC; Silver Spring, MD; Alexandria, VA; Baltimore, MD; Upper Marlboro, MD; Bowie, MD; Woodbridge, VA; Clinton, MD; Hyattsville, MD; Temple Hills, MD; and 1198 other cities in Virginia, Maryland, West Virginia, Massachusetts, North Carolina, and 7 other states.

In this report, Long Roofing has published a summary of the customer feedback they've received since they joined GuildQuality in June 2011. In that time, 9,916 out of 18,180 customers (55%) responded to a GuildQuality satisfaction survey, with the most recent response in January 2020.



CUSTOMER FEEDBACK REPORT *for*

# Long Roofing

REVIEW  
Yvonne L.  
Washington, DC  
Jan 14, 2020  
★★★★★

They did great work and cleaned up as promised.

REVIEW  
Christine Z.  
Lynnfield, MA  
Jan 14, 2020  
★★★★★

I enjoyed working with the sales team. Everyone was extremely professional.

REVIEW  
John S.  
Springfield, VA  
Jan 14, 2020  
★★★★★

They did excellent work.

REVIEW  
Amanda Y.  
Bel Air, MD  
Jan 14, 2020  
★★★★★

They were wonderful and we will use them again!

REVIEW  
Paul M.  
Broad Run, VA  
Jan 14, 2020  
★★★★★

We were very pleased with Jeffery Dodge's work!

REVIEW  
Alan M.  
Washington, DC  
Jan 14, 2020  
★★★★★

Great work and current product line. Already recommended to 3 neighbors with 1 already purchased and satisfied with the products.

REVIEW  
Cheryl M.  
Baltimore, MD  
Jan 14, 2020  
★★★★★

They have a great salesman and nice installers, but extremely poor follow up customer service.

10236 Southard Dr.  
Beltsville, MD 20705  
(844) 621-5664  
longroofing.com

### GUILDMEMBER SINCE 2011

As a GuildQuality Guildmember, Long Roofing relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Long Roofing in Washington, DC; Silver Spring, MD; Alexandria, VA; Baltimore, MD; Upper Marlboro, MD; Bowie, MD; Woodbridge, VA; Clinton, MD; Hyattsville, MD; Temple Hills, MD; and 1198 other cities in Virginia, Maryland, West Virginia, Massachusetts, North Carolina, and 7 other states.

In this report, Long Roofing has published a summary of the customer feedback they've received since they joined GuildQuality in June 2011. In that time, 9,916 out of 18,180 customers (55%) responded to a GuildQuality satisfaction survey, with the most recent response in January 2020.



We build Trust and Peace of Mind  
into every Long Roof.

CUSTOMER FEEDBACK REPORT *for*

# Long Roofing

REVIEW

Justin C.  
Linthicum Heights,  
MD  
Jan 14, 2020  
★★★★★

Long roofing is very honest and explained the process extremely well and was there to answer any questions.

REVIEW

Danee W.  
Gaithersburg, MD  
Jan 14, 2020  
★★★★★

They did what they said they were going to do when they said they were going to do it. No problems. They did an excellent cleanup job in the flower beds and lawn and I had no concerns about my dog getting any nails, etc. in his paws.

REVIEW

Carl K.  
Fredericksburg, VA  
Jan 14, 2020  
★★★★★

Excellent from start to finish! You pay for what you get and Long Roofing is the gold standard.

REVIEW

James W.  
Alexandria, VA  
Jan 14, 2020  
★★★★★

They delivered far more than I expected. They gave me a price that included any "wood" that needed to be replaced. Turned out all the plywood sheets had to be replaced. They did it all at the agreed price. AND, they cleaned up the mess beautifully. Not even a little trash left in the yard

REVIEW

Solomon O.  
Hyattsville, MD  
Jan 14, 2020  
★★★★★

Brett did an excellent job explaining the process and materials. The installation crew did a good job on the installation and the clean-up.

REVIEW

Kamar A.  
Frederick, MD  
Jan 14, 2020  
★★★★★

They were very quick, and I loved that!

REVIEW

Sheila F.  
Baltimore, MD  
Jan 14, 2020  
★★★★★

They were very patient, courteous, and understanding. They tried to resolve any issues in a timely manner.

10236 Southard Dr.  
Beltsville, MD 20705  
(844) 621-5664  
longroofing.com

**GUILDMEMBER SINCE 2011**

As a GuildQuality Guildmember, Long Roofing relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Long Roofing in Washington, DC; Silver Spring, MD; Alexandria, VA; Baltimore, MD; Upper Marlboro, MD; Bowie, MD; Woodbridge, VA; Clinton, MD; Hyattsville, MD; Temple Hills, MD; and 1198 other cities in Virginia, Maryland, West Virginia, Massachusetts, North Carolina, and 7 other states.

In this report, Long Roofing has published a summary of the customer feedback they've received since they joined GuildQuality in June 2011. In that time, 9,916 out of 18,180 customers (55%) responded to a GuildQuality satisfaction survey, with the most recent response in January 2020.



CUSTOMER FEEDBACK REPORT *for*

# Long Roofing

REVIEW

David A.  
Manchester, MD  
Jan 12, 2020



Had a materials delivery issue at first. We have a bridge going across a stream getting into the property that has a weight limit. The delivery truck weight was way over the limit. They had to come back a second time and use a power lift to bring the material across. After delivery, work was started and complete in a timely manner, clean up very thorough.

REVIEW

Susan B.  
Manassas, VA  
Jan 10, 2020



Professional, pro-active for customer's concerns and issues.

10236 Southard Dr.  
Beltsville , MD 20705  
(844) 621-5664  
longroofing.com

**GUILDMEMBER SINCE 2011**

As a GuildQuality Guildmember, Long Roofing relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Long Roofing in Washington, DC; Silver Spring, MD; Alexandria, VA; Baltimore, MD; Upper Marlboro, MD; Bowie, MD; Woodbridge, VA; Clinton, MD; Hyattsville, MD; Temple Hills, MD; and 1198 other cities in Virginia, Maryland, West Virginia, Massachusetts, North Carolina, and 7 other states.

In this report, Long Roofing has published a summary of the customer feedback they've received since they joined GuildQuality in June 2011. In that time, 9,916 out of 18,180 customers (55%) responded to a GuildQuality satisfaction survey, with the most recent response in January 2020.