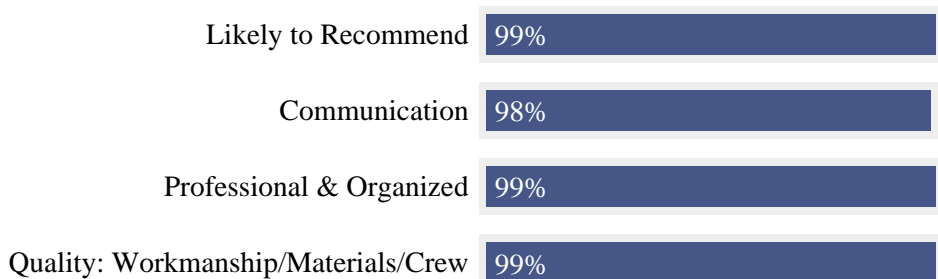


CUSTOMER FEEDBACK REPORT *for*
Sideco / Windco, Inc.

Customer Feedback Summary

Of 442 customers surveyed, 376 responded



Recent Reviews & Published Comments

- COMMENT
Additional Comment
Dec 03, 2019
- This was a large expense for us, being happy with the end results helps tremendously.
- COMMENT
Additional Comment
Dec 03, 2019
- Project Manager Anthony, lead deck person Richard, clearly led the team, but as mentioned earlier, everyone else visibly contributed.
- COMMENT
Additional Comment
Dec 03, 2019
- Expertise. Delivery on commitments. Continuous progress reports. Discussing potential issues quickly.



15 Collins Industrial Place
Suite E
North Little Rock , AR
72113
(501) 851-1089
www.sidecoinc.com

GUILDMEMBER SINCE 2011

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We have surveyed customers on behalf of Sideco / Windco, Inc. in Little Rock, AR; North Little Rock, AR; Sherwood, AR; Cabot, AR; Fayetteville, AR; Conway, AR; Maumelle, AR; Benton, AR; Rogers, AR; Searcy, AR; and 75 other cities in Arkansas, Arizona, Tennessee and California.

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CUSTOMER FEEDBACK REPORT *for*
Sideco / Windco, Inc.

REVIEW

Jim P.
Little Rock, AR
Dec 03, 2019



Our experience with Sideco was excellent from our first visit to their office, right through the project completion. The initial review of the work needed in our property, detected several real issues that no other competitor picked up on. I was kept abreast of project start status regularly, and when the project team arrived they were impressive immediately. Anthony the project manager managed staff, tasks, and deliverables excellently. The staff resembled a sports team in how they communicated, and kept their tasks moving effectively. Each member was more than willing to assist other team members as needed. The numerous questions we had throughout the project were quickly addressed by Anthony. All with either a satisfactory resolution, or thorough explanation. In spite of some bad weather days and a major holiday, the project was completed on schedule. We felt that Sideco always had our best interests in mind. They worked hard to please us, and it showed in the final results.

Comment from Sideco / Windco, Inc.

Jim & Ann Thank you for placing your trust in me & our Sideco family. Jimmy Russell, President Sideco Inc.

COMMENT

Additional Comment
Nov 25, 2019

I want to compliment the entire crew. They were the best and nicest crew the I ve ever had providing services. They were friendly, helpful (even offering to help me carry in groceries) and so efficient. They arrived early and worked hard all day. Also enjoyed my contact with Jimmy. It s a great company that provides services as they should be. Thank you for everything.



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CUSTOMER FEEDBACK REPORT *for*
Sideco / Windco, Inc.

COMMENT
Additional Comment
Nov 25, 2019

Yes-Anthony- the project foreman was great. He is extremely knowledgeable and was so helpful in getting everything to come together.

COMMENT
Additional Comment
Nov 25, 2019

They were everything I expected

COMMENT
Additional Comment
Nov 25, 2019

The quality of the work and the final results. Also, the crew was exceptionally cordial, and helpful.

COMMENT
Additional Comment
Nov 25, 2019

Not at this time but I would be glad to recommend this company to anyone who should ask in the future.

COMMENT
Additional Comment
Nov 25, 2019

Research

COMMENT
Additional Comment
Nov 21, 2019

The project manager, Anthony, was very professional and approachable when I had questions or concerns.

COMMENT
Additional Comment
Nov 10, 2019

Everyone worked extremely well together as a team. They seemed to enjoy what they do, and each other's company.

COMMENT
Additional Comment
Nov 10, 2019

They exceeded all expectations

COMMENT
Additional Comment
Nov 10, 2019

The initial sales experience was pleasant and informative. Jimmy Russell explained in detail the process, and exactly what to expect. His excellent installation team made it happen, and then some. Nothing was left half done. It is obvious they take pride in everything they do.



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Sideco / Windco, Inc.

REVIEW

Chris W.
North Little Rock , AR
Nov 10, 2019



Sideco exceeded all of our expectations. We knew we were buying quality windows, but we were surprised by how beautiful they looked after their expert installation. Sideco's combination of the highest quality materials, and excellent craftsmanship is unbeatable. Expect the Sideco team to always be on time, maintain a neat job site, and to see the job through in a timely manner. Thank you Sideco for leaving us with beautiful doors and windows that we can enjoy with pride. We will remember the highly skilled, and friendly people who made it happen.

COMMENT

Additional Comment
Nov 04, 2019

James Hardie Siding is a Great Company with a professionally trained staff with can do attitudes. Highly recommended

COMMENT

Additional Comment
Nov 04, 2019

The professional attitude and work exceeded my expectations

COMMENT

Additional Comment
Nov 04, 2019

Discovered James Hardie's Company in North Little Rock Ar while searching for Sliding Glass Door repair or installation. Found that he has been in business for 30 plus years. Made an appoint to consult with James. He agreed to come to my home in Searcy Ar and personally evaluate my repair project. I agreed with his evaluation. Replacing two Sliding Glass Doors was required. I returned to his place of business and selected the style of doors I preferred. His professional team did a great job in a timely and efficient manner. Love the new doors



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Sideco / Windco, Inc.

REVIEW

D.R.L.
Searcy, AR
Nov 04, 2019
★★★★★

Sideco/Windco solved my sliding glass door problem with quality products and assisted me with great professional advice. The construction team arrived on time as scheduled. They were well trained in installing the Sideco doors but were also excellent in repairing the underling damage. I highly recommend this company for doors and windows. Enjoyed working with the entire crew.

COMMENT

Additional Comment
Oct 13, 2019

Anthony Tippitt and Brent Sims were the two project managers assigned to our job. They were both very helpful, kind and courteous and did a terrific job!

COMMENT

Additional Comment
Oct 13, 2019

The Sideco Team clearly communicated throughout all stages of our project. We knew what to expect and when to expect it.

COMMENT

Additional Comment
Oct 13, 2019

From friends that were recent customer of Sideco

COMMENT

Additional Comment
Oct 03, 2019

They were a great team!

COMMENT

Additional Comment
Oct 03, 2019

It was a lot of money but I think you pay for what you get.

COMMENT

Additional Comment
Oct 03, 2019

The painter, Efron, was wonderful. Efron's wife was unbelievable and was excellent at everything she did. Jimmy, the electrician, was great and his attitude was so nice. Thomas, the window cleaner was the sweetest man. Anthony was the project coordinator, he and Brant went overboard and were so respectful. Carlos went above and beyond as well because I am very picky. Overall, everyone for the company worked hard.



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Sideco / Windco, Inc.

COMMENT
Additional Comment
Oct 03, 2019

They did a fantastic job all around. They went above and beyond on our project. Each one of them took pride in their work and were very professional and nice.

COMMENT
Additional Comment
Oct 03, 2019

We used them before at our previous home. They did a fantastic job.

REVIEW
Myrene C.
Oct 03, 2019
★★★★★

They were very easy to work with and all of them were very polite. There were several of them that went above and beyond for our project and we were very pleased!

COMMENT
Additional Comment
Sep 26, 2019

There are several members of the team whose names I don't know. But I'd like to especially call out Gabe, Brent, Anthony, Paco (who, delightfully, with great pride, took a visiting neighbor around back to show her the bay window), and Ephraim. These fellas are the reason that I'll work with Sideco again and recommend them without question.

COMMENT
Additional Comment
Sep 26, 2019

Thoroughness of communication. True professionalism. Years of experience. Ingenuity in problem-solving. In some team members, a sense that they truly cared about me and my home. Excellent craftsmanship. Altogether, a well-coordinated, well-trained team.



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