

FEEDBACK REPORT for  
**Siding Repair Systems - O'Fallon**

## Customer Feedback Summary

Of 704 surveys sent, 385 were responded to



## Recent Reviews & Published Comments

REVIEW

Steve M.

BALLWIN, MO

Apr 06, 2023



They exceeded our expectations. The transformation of our home was remarkable

REVIEW

Doug M.

Feb 02, 2023



They still have not finished my job. There are still parts missing and they will not answer my phone calls.

112 Mariae Ln  
O'Fallon, MO 63366  
(636) 978-3930

**GUILDMEMBER SINCE 2013**

As a GuildQuality Guildmember, Siding Repair Systems - O'Fallon relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Siding Repair Systems - O'Fallon in Chesterfield, MO; St Charles, MO; Ballwin, MO; St Louis, MO; St. Charles, MO; Saint Charles, MO; Glencoe, MO; Wildwood, MO; St. Louis, MO; Grover, MO; and 81 other cities in Missouri, Kansas, Illinois and Colorado.

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REVIEW

Kathy B.  
Feb 01, 2023



The entire experience from start to finish was exceptional and I am thrilled with the results of my new Hardie Board siding. The installation crew was phenomenal and their professionalism, commitment and experience shows in the beautiful results.

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REVIEW

Bob R.  
Saint Peters, MO  
Nov 04, 2022



Cory was the salesman who worked with us on replacing the siding on our home. From the first meeting he showed a genuine interest in filling our wants and needs, and I really felt he was more of a consultant than a salesman. He talked about several possible solutions-pros and cons of each- and we decided to go with James Hardie Siding. I was nervous about the cost but we were able to make a deal for a reasonable price. He cautioned us that there could be additional costs if damage was found, etc. He called back in the weeks following to advise that some of their other projects were being delayed due to material availability and asked if they could start on the house the following week. We agreed and the crew showed up ready to work. I did not get to know any of the installers by name but they did a fantastic job, made repairs where necessary and completed the job in about six days, returning a seventh day to touch up and make final adjustments and clean up. The project manager stopped by several days during the installation and supervised the crew, then arranged to have gutters and gutter guards installed. We are very happy with the look of our home, the workmanship as well as the customer service. There were no added costs [which my wife feared] and we feel very good about the product and workmanship. I highly recommend Siding Repair Systems and James Hardie products.

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## REVIEW

Leslie T.  
St Charles, MO  
Oct 17, 2022



I have nothing but positive comments and no concerns with the company. It was an overall positive experience.

## REVIEW

C.H.  
Lake St Louis, MO  
Oct 04, 2022



We were very happy with the salesperson and the installation crew. The installation crew was extremely hard workers.

## REVIEW

Brenda W.  
Chesterfield, MO  
Aug 16, 2022



The crew that worked on the project was really good. They were very courteous and professional.

## REVIEW

Larry C.  
Ballwin, MO  
Jun 11, 2022



Very happy with the way it turned out. Good communication and did what they said they would do.

## REVIEW

Andrej M.  
St Louis, MO  
Apr 22, 2022



Throughout the process, the team was prompt, responsive, respectful, and communicated throughout. The installation crew came when stated, were professional the entire time, and did a great job.

## REVIEW

Shane T.  
St Charles, MO  
Feb 14, 2022



Everything turned out gorgeous. I am extremely happy.

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## REVIEW

Steve W.  
Fairview Heights, IL  
Feb 11, 2022



Siding Repair Systems did a superb job replacing our home's siding. Alex and his crew were extremely skilled and professional. Their work was always top notch and they were flexible as needs arose. Many neighbors stopped by during the project and commented on the beautiful improvement of our home's exterior. It was a pleasure doing business with Siding Repair Systems and we highly recommend them for any home exterior work.

## REVIEW

Judy C.  
St Peters, MO  
Jan 10, 2022



They were professional, and customer service oriented, which is hard to find today. They are going to do more work for us and I look forward to working with them again.

## REVIEW

Kellie D.  
St Charles, MO  
Jan 05, 2022



The Project Manager on the site was great! He kept me really informed and gave me updates every day.

## REVIEW

Paul F.  
Glen Carbon, IL  
Sep 02, 2021



Our experience with Siding Repair Systems was a very positive one! The project was completed in a timely manner and the results were better than we expected. We will definitely use them again for any future projects.

## REVIEW

James P.  
St Charles, MO  
Aug 25, 2021



We were very satisfied with our dealings with the company management. Our experience with the crew was outstanding. One minor problem, as might be expected on any job, was resolved to our satisfaction. We would highly recommend this company for siding projects.

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## REVIEW

Randy R.  
Chesterfield, MO  
Aug 24, 2021



Excellent sales team, office staff and work crew. It was a pleasure working with them.

## REVIEW

Mary D.  
Chesterfield, MO  
Aug 24, 2021



I needed an emergency repair on the house. Siding Repair Systems sent Jim out to assess my situation. Jim sized up the project and came up with a plan to replace a large section of siding on the back of the house to match the rest of the house. The price was surprisingly affordable. Within two and a half weeks the siding was up and the house was repaired beautifully. Thank you Siding Repair Systems!

## REVIEW

Mark D.  
St Charles, MO  
Aug 23, 2021



From my 1st meeting with Mike to the completion of the job, everything was professional. Marcelo and his 3 companions were very pleasant to have around, hard working and particular in their work. I am very pleased with the completion of their work. It is obvious they take pride in what they do.

## REVIEW

Joyce C.  
St Charles, MO  
Aug 23, 2021



They were friendly, professional, and efficient.

## REVIEW

Mike D.  
St Charles, MO  
Jul 05, 2021



Overall, I think they do a really good job!

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REVIEW

Douglas T.  
St Peters, MO  
Apr 17, 2021



We had been dragging our feet because we're not sold on vinyl siding and that's what everyone seems to be replacing their siding with around here. Then one day a very nice fella (Dan) stopped by and asked if we were thinking about replacing our siding. We said yes, but told him about not wanting vinyl. Although they do many vinyl jobs, it turns out they were an 'authorized' installer for 'James Hardie' siding. We were familiar with this product and liked it very much. When he told us it comes in colors, we wanted more information and we're very interested. We set up an appointment and their salesman Cory came out a few days later. We walked the perimeter of the house twice. He 'listened' to every idea, dream and wish list we had. We threw a low number at him. They were very willing to work with us and our budget. We were impressed. But we kept adding things. Finally, we gave him our final number and asked if they could do the whole shebang. He thought about it. We took out something which we were agreeable to do and we had a deal we were excited about. The crew that came to install is very talented and they listened and accommodated our desires throughout the arduous process. Now we have a 'brand new looking' home and have the same pride and joy we had when we bought this home 35 years ago. We absolutely love the results and highly recommend this fine company for your siding needs.

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REVIEW

Ken Z.  
O'Fallon, MO  
Oct 12, 2020



Price was right. Very hardworking crew.

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REVIEW

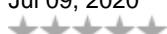
William P.  
Belleville, IL  
Oct 02, 2020



The siding foreman was outstanding and very professional, his name was Alex. He was really good, all of the workers were great. The painter Marcello, he was also excellent. They were very professional and we had no problems at all.

REVIEW

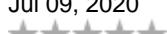
Carol V.  
Saint Charles, MO  
Jul 09, 2020



I am very satisfied.

REVIEW

Rick T.  
Wildwood, MO  
Jul 09, 2020



workers were professional and courteous. Work was completed appropriately. would recommend

REVIEW

Jack R.  
St. Charles, MO  
May 22, 2020



We're totally satisfied and appreciate the work they did.

REVIEW

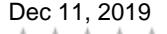
William B.  
Ballwin, MO  
Feb 08, 2020



Very pleased with the results of our home improvement project, where gutters, siding and trim were all restored or replaced. Very professional, and high quality workmanship.

REVIEW

Denis W.  
St Charles, MO  
Dec 11, 2019



Siding Repair Systems was great and we recommended them to several others to do work on their homes.

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REVIEW

David H.  
Florissant, MO  
Dec 06, 2019



Salesman & the woman we spoke to at the office are excellent.

REVIEW

Jim B.  
St Charles, MO  
Nov 29, 2019



Extremely happy!

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