

CUSTOMER FEEDBACK REPORT *for*
Twin Cities Siding Professionals



Customer Feedback Summary

Of 1,044 customers surveyed, 728 responded



664 Transfer Rd, Suite 22a
St. Paul , MN 55114
(651) 255-2844

GUILDMEMBER SINCE 2009

As a GuildQuality Guildmember, Twin Cities Siding Professionals relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Twin Cities Siding Professionals in Minneapolis, MN; St. Paul, MN; Edina, MN; Plymouth, MN; Eden Prairie, MN; Eagan, MN; Woodbury, MN; Minnetonka, MN; Bloomington, MN; Mendota Heights, MN; and 112 other cities in Minnesota.

In this report, Twin Cities Siding Professionals has published a summary of the customer feedback they've received since they joined GuildQuality in February 2009. In that time, 728 out of 1,044 customers (70%) responded to a GuildQuality satisfaction survey, with the most recent response in August 2019.

Recent Reviews & Published Comments

REVIEW

A.K.J.
St. Paul, MN
Aug 19, 2019



Very nice job by Twin Cities Siding Professionals.

REVIEW

Aenoy I.
Eagan, MN
Aug 17, 2019



Project manager was prompt and answer and question that we had. The installer were nice and worked hard. They took care of most of our concerns that we had. Unfortunately when it came to the fine detail I was disappointed. To the average eye it may look nice but I see all the flaws. Overall I would only give them 3 stars . They were professional and craftsman was average.

REVIEW

Dave M.
West St. Paul, MN
Jul 29, 2019



The house looks great the crew does quality work and the finish product is top notch. The process was not managed as well as advertised, but the out come made it bearable.

COMMENT

Additional Comment
Jul 11, 2019

Installers had great work ethic - felt like they really cared about my home. Can't say enough about having Nate as my contact.

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COMMENT
Additional Comment
May 21, 2019
I was most satisfied with the quality of the crew that did the work, and they paid attention to detail better than we had hoped for.

COMMENT
Additional Comment
May 08, 2019
I was most satisfied with the work ethic and workmanship. They worked through some difficult weather and kept a good attitude.

COMMENT
Additional Comment
Apr 25, 2019
The most memorable part of working with Twin Cities was the friendliness of the crew and site manager.

COMMENT
Additional Comment
Mar 25, 2019
They fell short no where. An excellent company.

COMMENT
Additional Comment
Mar 25, 2019
Across the board and excellent company.

COMMENT
Additional Comment
Mar 25, 2019
Without question this is the best experience we've ever had with a construction project. TCSP is professional at all levels. Office staff, production and sales staff, and the field personnel are the best. Look no further than TCSP to fill your siding needs. Awesome!!Bryan and Denise Farnsworth

COMMENT
Additional Comment
Mar 20, 2019
They were doing my project in the coldest week of February during a snow storm. Clean was impossible. But they kept it safe for me to go in and out, and I don't know how in a blizzard...HATS OFF to them (literally and figuratively).

COMMENT
Additional Comment
Mar 20, 2019
This is the only project I have had done in 12 years that I didn't have to project manage the project manager. How refreshing.

COMMENT
Additional Comment
Mar 20, 2019
They shouldn't have to. The work speaks for itself!



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REVIEW

Nancy B.
Mendota Heights, MN
Mar 20, 2019



In my opinion this is the only company that does thing perfectly. I don't totally believe in perfect, however they hit it out of the park

COMMENT

Additional Comment
Feb 11, 2019

How timely everyone showed up everyday, and how helpful everyone was when we had questions

COMMENT

Additional Comment
Dec 23, 2018

We were really happy with the onsite crew and how they kept us informed of their schedules. We felt they were knowledgeable, and had some great ideas as we transformed the plan from paper to reality

COMMENT

Additional Comment
Dec 23, 2018

They always listened first before offering suggestions. It make us feel like they were hearing us vs. selling to us

COMMENT

Additional Comment
Dec 12, 2018

The men who worked on the house were very kind and friendly. I felt very comfortable with them at my home.

COMMENT

Additional Comment
Dec 09, 2018

Just never being disappointed throughout. Every other contractor I've ever worked with has felt like chore at some point during the project. I never felt that way with TCSP.

COMMENT

Additional Comment
Nov 08, 2018

The installation crew did a fantastic job, with no hiccups!

COMMENT

Additional Comment
Nov 08, 2018

The friendliness of the workers and the helpfulness with my questions and concerns

REVIEW

Carol W.
Edina, MN
Nov 08, 2018



Once the work began (quite a delay from the original estimate), everything was done in a timely manner. Because of the weather, the project won't be completely finished till Spring.

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REVIEW

T.J.A.
Mpls, MN
Oct 13, 2018
★★★★★

There is a period of anxiety between making the big decision to re-side, re-roof, etc., one's home, and the time when the work is finished, and your big decision has become a reality. You don't know how it is going to turn out and you don't know how the process is going to effect your daily life. Twin Cities Siding Professionals made the process go very smoothly and the end result is absolutely spectacular. Weeks after they finished, we keep parking our car on the opposite side of the street just so we can gaze at our house.

COMMENT

Additional Comment
Oct 12, 2018

I was most satisfied with the quality of the product. It is fabulous and indestructible.

COMMENT

Additional Comment
Sep 15, 2018

The attention to detail.

REVIEW

Mark S.
Shoreview, MN
Sep 14, 2018
★★★★★

I'll recommend them to anyone!

COMMENT

Additional Comment
Sep 04, 2018

Their attention to detail.

REVIEW

Ron T.
Eden Prairie, MN
Sep 04, 2018
★★★★★

Brandon's crew did an exceptional job on our home. It was extremely hot for a good share to the time our project was being done, yet they worked long hours to complete the project. A special thank you to Randy for his attention to detail. He was truly outstanding.

COMMENT

Additional Comment
Sep 04, 2018

Watching the transformation from old cedar to new James Hardie siding

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