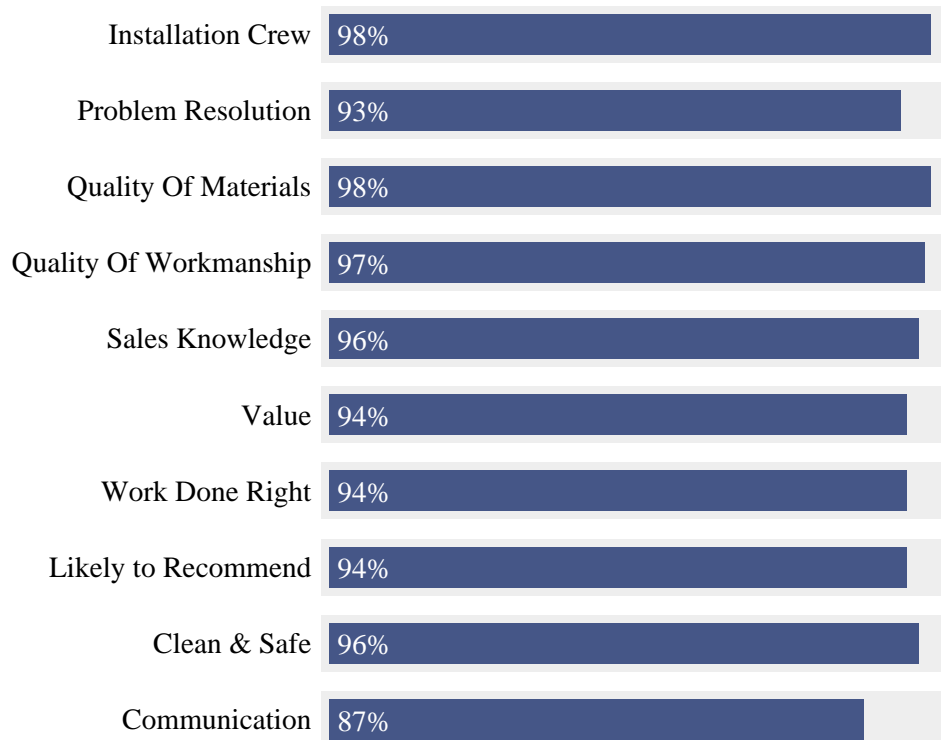


# Town & Country Roofing, Inc.



## Customer Feedback Summary

Of 368 customers surveyed, 177 responded



2155 Elkins Way Ste H  
Brentwood , CA 94513  
(800) 734-7662  
tcroof.com

### GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Town & Country Roofing, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Town & Country Roofing, Inc. in Brentwood, CA; Danville, CA; Discovery Bay, CA; Alamo, CA; Lafayette, CA; Orinda, CA; Antioch, CA; Walnut Creek, CA; Oakley, CA; Concord, CA; and 58 other cities in California.

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## Recent Reviews & Published Comments

### REVIEW

Norma L.  
Oakland, CA  
Mar 24, 2019



Town and Country Roofing Inc. came highly recommended. and we are pleased in every way with their fine work.

### COMMENT

Additional Comment  
Sep 13, 2018

I was most satisfied with the quality of the work and the communication.

### REVIEW

Kevin K.  
Walnut Creek, CA  
Jan 24, 2018



Very professional! Good company!

CUSTOMER FEEDBACK REPORT *for*

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REVIEW

David P.  
Brentwood, CA  
Dec 30, 2017



Town and Country Roofing did an excellent job from start to finish. They were very helpful and explained everything they were going to do and why. Great team.

REVIEW

Don F.  
Discovery Bay, CA  
Dec 20, 2017



The were fantastic.

REVIEW

Jeff M.  
Pleasant Hill, CA  
Nov 27, 2017



The "job" was to inspect my flat roof to check for any wear of the roofing material or seams that were in need of repair/reinforcement. Town & Country reported all was in order and no repairs needed. I was not at home during the inspection and they could have recommended unneeded repairs. Instead they were completely honest, saved me money and passed on the opportunity to fake repairs. I have had them do annual inspections and will continue to do so going forward.

REVIEW

Joe M.  
Pleasant Hill, CA  
Oct 07, 2017



The quality of the work was considerably beyond my expectation. Excellent.

REVIEW

Kyle O.  
Alamo, CA  
Oct 04, 2017



The whole process went smoothly from start to finish. Excellent work by whole team!

REVIEW

Kasala T.  
San Leandro, CA  
Sep 29, 2017



They were very good workers. They were on time and very professional.

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REVIEW

Jon A.  
Martinez, CA  
Sep 23, 2017  
★★★★★

What a great experience working with T & C! They did what they said, on time, on budget and with professionalism.I wish all of the contractors that we used worked as hard as Town & Country!Thanks you guys.

REVIEW

Rahul G.  
Orinda, CA  
Sep 19, 2017  
★★★★★

Okay experience. Professional and knowledgeable during the sales process but once I had questions after the roofing was done they seemed to ignore me or were very curt.

REVIEW

Travis M.  
Pittsburg, CA  
Sep 07, 2017  
★★★★★

Great job at a competitive price.

REVIEW

Sylvia C.  
Orinda, CA  
Sep 02, 2017  
★★★★★

The quality of work was A+. Reuben went above and beyond. He answered all questions and concerns promptly and patiently.

COMMENT

Additional Comment  
Jul 12, 2017

They are very professional and organized. The respond very quickly.

COMMENT

Additional Comment  
Jun 29, 2017

We were satisfied and happy with the job and we will use them again in the future if needed.

COMMENT

Additional Comment  
Jun 29, 2017

The amount of time it took to complete the job. They did it in a timely manner and we were happy with the result.

REVIEW

Wilbur M.  
Orinda, CA  
Jun 19, 2017  
★★★★★

I am a loyal customer. They have been terrific to work with!

CUSTOMER FEEDBACK REPORT *for*

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REVIEW

Walker J.  
Discovery Bay, CA  
Jun 19, 2017



I highly recommend Town and Country Roofing. Their staff and workmanship is very professional. Even when there were difficulties that came up they worked through them to my satisfaction.

COMMENT

Additional Comment  
May 08, 2017

Francisco provided exceptional service. He has been helping me all these years - he's the main man.

REVIEW

Wanda B.  
Alamo, CA  
May 08, 2017



They are a very reputable company, the staff is very knowledgeable, and when you make an appointment, they are very specific to make sure they show up. When I moved in here (it's a new house), the way the roof was put on was a problem and they knew how to correct it. It's working perfectly and this was sixteen years ago! No more problems.

REVIEW

Kevin M.  
Brentwood, CA  
May 02, 2017



Francisco and Caesar did a great job fixing the roof.

COMMENT

Additional Comment  
Mar 29, 2017

Workers who came and did the initial inspection seemed very knowledgeable. When they returned to do the work they explained what they did and made me feel comfortable about the state of my roof after the repairs were made.

COMMENT

Additional Comment  
Mar 23, 2017

I would like to recognize Ruben Tamayo, Raul Munoz and all the employees who worked on the installation of my new roof!! All were very professional!

REVIEW

Susan P.  
Bethel Island, CA  
Mar 23, 2017



Very professional roofing company!!!

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COMMENT  
Additional Comment  
Mar 01, 2017

Raul - the foreman. Was so polite and kept me informed as the job progressed.

COMMENT  
Additional Comment  
Mar 01, 2017

Always cleaned up after each day. Left everything in order.

REVIEW  
Beverly H.  
Discovery Bay, CA  
Mar 01, 2017  
★★★★★

I am so pleased with my new roof. Ruben was great. Arrived on time and gave me houses to see so I could make a decision. The crew was terrific. Arrived on time and always left the job clean and the foreman came by most everyday to make sure all was taken care of and what the next step would be. Would highly recommend them.

COMMENT  
Additional Comment  
Jan 31, 2017

I would like to recognize Manny for his exceptional service.

COMMENT  
Additional Comment  
Dec 14, 2016

Raul Munoz. His crew was hard working and he was there to answer any questions I had. Easy to work with and the install was great.

REVIEW  
Evan S.  
Discovery Bay, CA  
Dec 03, 2016  
★★★★★

Great company to work with, they were very clean and organized and paid attention to the details. All companies should be like this.