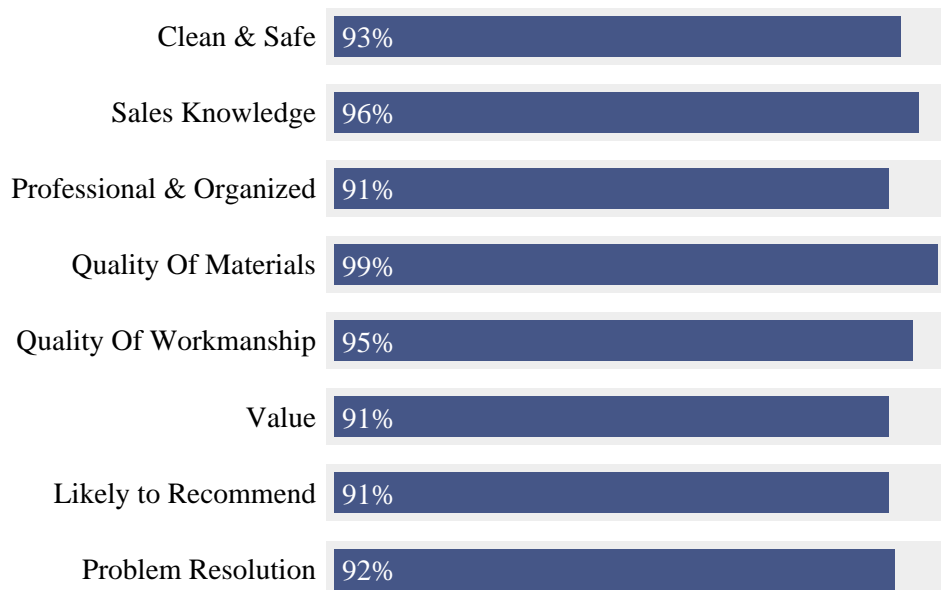


# RGS Exteriors



## Customer Feedback Summary

Of 1,617 customers surveyed, 805 responded



9606 S Angus Dr.  
South Jordan , UT 84009  
(801) 280-3110  
[www.utahgutter.com](http://www.utahgutter.com)

### GUILDMEMBER SINCE 2012

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

We have surveyed customers on behalf of RGS Exteriors in Salt Lake City, UT; Sandy, UT; Layton, UT; West Jordan, UT; South Jordan, UT; Holladay, UT; Taylorsville, UT; Murray, UT; Bountiful, UT; Park City, UT; and 124 other cities in Utah, Yukon Territory, US Minor Outlying Islands, Vermont, California, and 1 other state.

In this report, RGS Exteriors has published a summary of the customer feedback they've received since they joined GuildQuality in March 2012. In that time, 805 out of 1,617 customers (50%) responded to a GuildQuality satisfaction survey, with the most recent response in January 2019.

## Recent Reviews & Published Comments

### COMMENT

Additional Comment  
Jan 26, 2019

Our project manager was great. He came over to our house and went over everything twice. We were supposed to get a free upgrade around the windows but since ours wouldn't work with the upgrade, we helped us with some other things. Loved working with him.

### COMMENT

Additional Comment  
Jan 26, 2019

I believe it was Tony who was our project manager. He was great to work with. And whoever answered the phones at the main office. I can't remember her name but she was a great help when I needed updates.

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COMMENT

Additional Comment  
Jan 26, 2019

The project manager was great to work with. Price was pretty good as well. The main reason we went with RGS was because they are certified in Hardie Board product installs so if we ever have an issue with the installation of the product, it's fully covered by the product warranty.

COMMENT

Additional Comment  
Jan 26, 2019

We went with RGS because they were certified in using the Hardie Board which validated the warranty on the product.

COMMENT

Additional Comment  
Jan 26, 2019

The finished project looks great. We have had many compliments from neighbors.

COMMENT

Additional Comment  
Nov 19, 2018

I would like to recognize Tony for his exceptional service. I talked to him a lot on the phone and he was very professional.

COMMENT

Additional Comment  
Nov 19, 2018

They did not fall short of my expectations, but I was amazed that we could complete the entire process without meeting anyone that was in charge. Everything was done over the phone and online, but it was effective.

COMMENT

Additional Comment  
Nov 19, 2018

I was most satisfied because they always followed through with times, dates, and the status of the project.

COMMENT

Additional Comment  
Nov 19, 2018

I chose RGS Exteriors because I was referred by a neighbor.

COMMENT

Additional Comment  
Oct 24, 2018

Aaron (salesman) sorry if the name is wrong Chrisober (installer) I know that is incorrect. Also his assistant that helped install. I'm horrible with names! So, so sorry. But they were all fantastic!

COMMENT

Additional Comment  
Oct 24, 2018

Not one spot did RGS fall short or even come close! Fantastic company and excellent to work with!

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### COMMENT

Additional Comment  
Oct 24, 2018

The salesman was very knowledgeable and willing to talk and share his knowledge with me. I got other bids (and even one that was cheaper) but i chose RGS for the probability of the salesman. Then when the installers came (on time) i was just as impressed with them. Couldn't go wrong with RGS!

### COMMENT

Additional Comment  
Oct 24, 2018

Add I started above, personable! They were all great and i appreciate them very much.Thank you, thank you!

### COMMENT

Additional Comment  
Oct 20, 2018

Product and reputation

### COMMENT

Additional Comment  
Oct 13, 2018

The guys who did my bid, I wish I remembered his name. He was quick and did an amazing job, bidding the work. And Brandon my installer. He was quick, was very communicative and made sure the custom work was done right

### COMMENT

Additional Comment  
Oct 13, 2018

Brandon was my installer and he was super helpful and knowledgeable.

### COMMENT

Additional Comment  
Oct 02, 2018

I would like to recognize everyone. They all did a good job. I cannot think of anyone in particular.

### COMMENT

Additional Comment  
Oct 02, 2018

I was most satisfied with the speed in which they responded and did the work.

### COMMENT

Additional Comment  
Oct 01, 2018

I would recognize the boss for his service.

### COMMENT

Additional Comment  
Oct 01, 2018

I was most satisfied with their professionalism and the job they did.

### COMMENT

Additional Comment  
Sep 30, 2018

Office woman, I unfortunately forgot her name, did an excellent job helping us decide on type of siding as well as color.

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- COMMENT  
Additional Comment  
Sep 30, 2018  
Jeovany, Jose and that unnamed office gal
- COMMENT  
Additional Comment  
Sep 30, 2018  
Office visit and going over possibilities in the showroom using computer to show siding and color choices. That really helped nail down or selection.
- COMMENT  
Additional Comment  
Sep 25, 2018  
They know what they are doing and that is comforting when hiring a contractor.
- COMMENT  
Additional Comment  
Sep 21, 2018  
The installers Ruben and Gabriel were great, very professional and service oriented. We are very happy with their work.
- COMMENT  
Additional Comment  
Sep 21, 2018  
showed up on time and completed work on time.
- COMMENT  
Additional Comment  
Sep 20, 2018  
The presentation & estimate
- COMMENT  
Additional Comment  
Sep 19, 2018  
Quickly set up a appointment for an estimate. Brian showed up on time and sold me on the product and the installation process an professional installers.
- COMMENT  
Additional Comment  
Aug 15, 2018  
I was most satisfied that it looked nice, they were very professional and I didn't even hear or see them. I was very satisfied.
- COMMENT  
Additional Comment  
Aug 06, 2018  
Candace was very patient and kind every time I spoke with her.