

CUSTOMER FEEDBACK REPORT *for* Go Roof Tune Up, Inc.

REVIEW

Carol F.
Valencia, CA
Mar 10, 2018
★★★★★

The staff and contractor I dealt with were courteous and professional. They returned my calls and answered any questions I had. The quote I got was fair and reasonable compared to the other three I got, which were any where from \$500 - \$1000 more. Two contractors gave me quotes and I never heard from them again.

6809 Indiana Ave, Ste 130
Riverside , CA 92506
(866) 989-6976
www.gorooftune.com

GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Go Roof Tune Up, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Go Roof Tune Up, Inc. in Riverside, CA; Tacoma, WA; Puyallup, WA; Spanaway, WA; Federal Way, WA; Kent, WA; Marysville, WA; Bonney Lake, WA; Seattle, WA; Renton, WA; and 136 other cities in Washington, California and Colorado.

REVIEW

Keith D.
Federal Way, WA
Jan 04, 2018
★★★★★

We rent our home through a property management company so I did not have a choice in who came to fix my garage door but I am SO glad that they chose to use Go Roof Tune Up! They called me minutes after getting off the phone with my property management company to schedule my appointment. The technician arrived right on time and had my garage door fixed SO fast! He even did a small tune up to make it quieter and work even better! I would recommend this company to anyone that needs garage door service and will definitely use them in the future when we become home owners!!

REVIEW

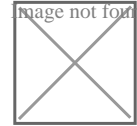
Shekree J.
Everett, WA
Dec 12, 2017
★★★★★

They left dirt all over my bathroom, and scheduled themselves without a confirmation.

REVIEW

Ana B.
Lynnwood, WA
Dec 05, 2017
★★★★★

They came and did the job and kept everything safe and organized and the area was clean while they were working.



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REVIEW

Amanda W.
Lynnwood, WA
Nov 21, 2017



This company does not adhere to the set schedule. The crew came and went as they pleased. This disrupted my boyfriend's sleep as he works nights, and the work was right above our bedroom. They agreed to come during the times that worked for us but did not. They came at incorrect times 3 different times. They also failed to show up on the days scheduled, not even just the time of day.

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REVIEW

Teresa W.
Riverside, CA
Nov 17, 2017



Robert, who was in charge of putting the roof on, was very good, and communicated with me well.

REVIEW

Tom C.
Marysville, WA
Oct 10, 2017



I'm a renter. Called the landlord reference potential roof damage. Many days later I received a call from Go Roof Tune Up, Inc stating they'd be out to look at my roof. Never saw them and never heard from them again. There's a piece of siding along the roof line that is still sticking straight out that just needs to be reattached. I'd think if they were up on the roof in that area they would have tapped a nail in it.

REVIEW

Guilmerina H.
Rancho Cucamonga,
CA
Sep 15, 2017



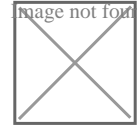
They completed the job to my satisfaction and budget.

REVIEW

Janet C.
Lakewood, WA
May 27, 2017



Great people, great work.



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REVIEW

Nathaniel C.
Bonney Lake, WA
May 15, 2017



They got the job done right and they were professional. It's the way it should be.I

REVIEW

Jeremy K.
Yelm, WA
May 13, 2017



They arrived early to complete the work even with the bad weather in Washington. They wanted to make sure that the rain wouldn't get into the house and cause damage. After the repairs were approved by the rental company they completed the job quickly ahead of the scheduled time.

REVIEW

Mary H.
Pacific, WA
Apr 14, 2017



I do recommend them! They were quick, professional, clean and stuck to their word.

REVIEW

Stephanie S.
Marysville, WA
Apr 10, 2017



They came out for a different repair and they told my landlord that a mold issue was needing immediate attention. They went above and beyond to make sure the original repair and the mold issue was a necessary fix. They also took my Christmas lights down. My family is no longer sick because of this. They went above and beyond.

REVIEW

George T.
Coto de Caza, CA
Mar 21, 2017



Bill Myer found the leak, repaired it, and was done. No extras-just good work. Thanks

REVIEW

Chrystal B.
Puyallup, WA
Feb 16, 2017



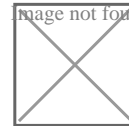
they have now been to my house 6 times and still have to come again. The leak is never fixed right.

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REVIEW

Micah W.
Seattle, WA
Jan 11, 2017



Thanks!

REVIEW

Vince J.
Renton, WA
Dec 07, 2016



They failed to communicate the schedule and their intent as far as repairs. They showed up at my home unannounced. They operate through a property manager and did not follow the recommendations that were made.

REVIEW

Kathy G.
Long Beach, CA
Jun 11, 2016



I was really impressed with Mark and his crew.

REVIEW

Erin W.
Tacoma, WA
Jun 01, 2016



The entire staff was very friendly and made the process pain free.

REVIEW

Andy M.
Alta Dena, CA
May 25, 2016



Go Roof Tune Up takes pride in their work, and does a thorough job. I have been very pleased with their work, and their willingness to take the extra time to get the job done right. That's why I am a repeat customer.

REVIEW

Debora F.
Tacoma, WA
May 19, 2016



Jorje came out repaired the roof and got the baby robins nest out of the vents and relocated it, he is my hero. thanks D finch

REVIEW

John C.
Laguna Niguel, CA
May 05, 2016



What I like most about Go Roof Tyne Up is that they are honest experts in what they do, and they don't try to sell you a new roof. They fix what they fix, and they stand behind it.

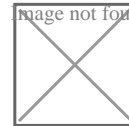
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REVIEW

Chuck G.
Poway, CA
Apr 19, 2016
★★★★★

The office scheduler and the field worker didn't communicate about schedules. I would sit at home all day for a 9:00 AM appointment and the worker would show up at 5 or 6 PM and say he didn't know of the scheduled time.

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REVIEW

Manuel S.
Fontana, CA
Mar 30, 2016
★★★★★

We had a lot of construction going on at our house and they came in and did exactly what they said would do. Not everything went like that, so we're very happy.

GUILDMEMBER SINCE 2015

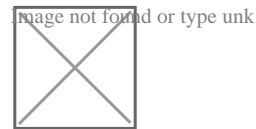
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REVIEW

Charlie C.
Long beach, CA
Jan 09, 2016
★★★★★

Extremely greatfull to the team that did the amazing job. I would recomend them and do many times without hesitation.

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REVIEW
Erin S.
Auburn, WA
Dec 21, 2015
★★★★★

I am a resident that had a worker come to my house. The first appointment that was scheduled had been missed completely with no call no show. I was completely understanding and rescheduled as I understand things happen. The worker came and was on time for his appointment and was friendly. He did not repair the wet inner roof shingles and another has fallen since the initial visit. The worker said that there were more issues pertaining to the chimney area and he had to speak with his boss to complete and finish the job. I thanked him and he left. A few days later I had not had any contact from the company so I reached out to the scheduler(Pam Denton) myself. I emailed her numerous times with no reply. I also did not want to complete this survey just to give them a chance to make it right for the customer. I emailed Pam again with no response. I then reached out to my landlord to try and get the issue resolved. The roof is still leaking, it is caving in and wet. I do not appreciate the way my request has been handled nor the neglect of response.

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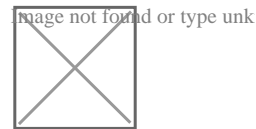
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REVIEW
Amanda P.
ARLINGTON, WA
Dec 12, 2015
★★★★★

The gentleman was very nice and they got the job done.

REVIEW
Virginia A.
Highland, CA
Nov 25, 2015
★★★★★

Wonderful company, from office people to workers who came to our house! All did an awesome job!



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REVIEW

Amy B.
Menifee, CA
Sep 04, 2015
★★★★★

I was very impressed with the work and knowledge of Go Roof Tune-Up. They are reasonable and very quick and efficient.

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REVIEW

Daniel H.
Riverside, CA
May 05, 2015
★★★★★

Everything was done as promised and I am extremely happy with the outcome. I wish I had not waited so long to use Go Roof Tune Up.

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