

CertainTeed

Customer TrackRecord™

Survey

Return by mail or submit electronically via the CertainTeed website at www.certainteed.com/roofsurvey
Survey Respondent Information

Roofing Contractor Name E. H. Phifer
 Roofing Contractor Address 16021 Industrial Dr. Bay 6 Gaithersburg MD 20877
 Property Owner Name Mary A. Fadden Property Owner Signature _____
 Property Address 8817 Maxwell Dr. Potomac MD Property Owner Phone 301-299-4822

Please check the box that best describes your experience in the following areas. Your feedback will be shared with the contractor.

Survey Answer Key

1=Significantly Below Expectation 2=Slightly Below Expectation 3=Met Expectation 4=Slightly Above Expectation 5=Significantly Above Expectation

	1	2	3	4	5
A. Satisfaction with the company's Communication:					
1. Sufficient information was provided on product and workmanship warranties, materials to be used, or options on roof products and systems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. Specifics were given to help you understand and be prepared for the work to be performed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. Satisfaction with the company's Professionalism:					
1. The company presents a professional image.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. The company employees were courteous.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
C. Satisfaction with the Timeliness of the project:					
1. Considering reasonable delays caused by the weather, was the scheduled start date met? If not, was a rescheduled start date communicated on a timely basis?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. Once under way, was the job completed in the time period promised?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D. Satisfaction with the company's Responsiveness:					
1. The company was accessible and responsive to comments, requests for information or changes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E. Satisfaction with the company's Workmanship:					
1. The finished job met the standards described in your job agreement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. The job site was cleaned up.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
F. Satisfaction with the Caring exhibited by the company:					
1. Equipment placement and job performance caused only minor inconveniences to you and your neighbors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. Proper care was demonstrated for your property.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
G. Considering all factors, please rate your overall level of satisfaction with this company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
H. Based on your experience with this company, would you recommend or refer them to others?	<input checked="" type="checkbox"/>				
	<input type="checkbox"/>				

Yes
 No



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