

Copp Roofing & Construction, Inc. Customer Survey

Thank you for your business. Please take a few minutes to complete and return this survey.

Customer Name Donald Brooks
Project Address 140 Pioneer Ave #116
Redlands, CA. 92374
Phone Number 520) 339-3959

We strive to provide UNBELIEVABLE Service! Please, rate our performance.

Customer Service	Poor	Fair	Good	Excellent	<u>Superior</u>
Professionalism	Poor	Fair	Good	Excellent	<u>Superior</u>
Communication	Poor	Fair	Good	Excellent	<u>Superior</u>
Project Progress	Poor	Fair	Good	Excellent	<u>Superior</u>
Project Result	Poor	Fair	Good	Excellent	<u>Superior</u>
Overall Performance	Basic	Expected	Desired	Surprising	<u>Unbelievable</u>

Are you completely satisfied? Yes No
Would you recommend Copp Roofing to friends and neighbors? Yes No
Would you be willing to be a reference for Copp Roofing? Yes No
Your name and daytime phone number will be provided to customers who request references.

Please provide authorization to add your recommendation letter to our website. Thank You!

Comments SEE ATTACHED

Donald Brooks
Customer Signature(s) 9-11-2010
Date

I recently employed Copp Roofing and Construction, Inc to Re-Roof my Manufactured Home in Redlands, CA. Since I am an out of state owner of the property in Redlands, my concern was obtaining a reliable and ethical roofing company. As we all know roofing companies come and go and sometimes the customer is stuck. I also know that an AVERAGE Roofer gives you and AVERAGE job and a GOOD Roofer will give a GOOD Roof. Well, in my opinion Copp Roofing and Construction gave me an OUTSTANDING job and their customer service was beyond anything I have experienced in the past. There were several regulation issues (Community Association / City / County / State) which without Copp's help and knowledge I would never been able to successfully comply with or navigate through. In addition, they provided a warranty that far exceeded any of the other three re-roof bids I had solicited. So, if you are in need of a new roof or roof repair, I highly recommend you contact Copp Roofing and Constuction. Inc.

Donald Brooks
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