

Hello Rob,

After our major hailstorm in March 2009, we needed a new roof and replaced gutters. ABC was one of about 4 estimates we received from roofers to replace our damaged roof and gutters. Not only did ABC Roofing come in cheaper than everyone else, but my mind was also set at ease when I looked up the company with the Better Business Bureau and saw that there had been no complaints through that organization in the last two years (as far back as I could see without being a member). Another deciding factor was that ABC Roofing prides itself for doing all shingle-nailing by hand. That factor spoke volumes as to the quality of work ABC Roofing stands behind. Finally, the last thing that set ABC apart from other roofing companies is that no money was required to begin the job. As a matter of fact, no payment was requested until after both the roof AND gutters were completed (gutters were installed about a week after the roof). All of these factors combined to help me make an easy decision as to which company would be winning my business.

After the decision had been made to go with ABC, you took the time to let me know what I could expect from the initial part of the process down to the finished product. You made me feel very comfortable and you took the time to ensure I understood each aspect of the process, from preparing my home for the new roof to the insurance process. I also want to thank you for following-up with me on 3 separate occasions to ensure that I am still happy and have not experienced any problems with the roof or gutters. As I responded on the phone, both the roof and gutters have performed flawlessly, even after a couple of strong Texas spring storms. You and ABC Roofing were always punctual and if something did arise, like the weather, then I would always get a call from you to let me know what was going on or if we needed to reschedule.

I was also very impressed to come home to a new roof, and see virtually no signs that a new roof had just been installed. After the job was completed, I saw no trash or scraps from either the new or old roof. Even a month after the fact, I have only found 3 roofing nails on the ground. This is after being told by a neighbor to expect to pick-up hundreds of spent roofing nails after the job is completed. Apparently my neighbor chose the wrong company!

In conclusion, if my neighbors, co-workers, or friends require a new roof or gutter work, I will not hesitate and will gladly recommend ABC Roofing to meet and exceed their needs. Thanks for everything Rob!

Sincerely,  
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