

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 _____
 Roofing Contractor Address _____
 Property Owner Name _____ Property Owner Signature _____
 Property Address _____ Property Owner Phone _____

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 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 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 type="checkbox"/>
2. The company employees were courteous.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 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 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 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 type="checkbox"/>
2. The job site was cleaned up.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>
2. Proper care was demonstrated for your property.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>
H. Based on your experience with this company, would you recommend or refer them to others?	<input type="checkbox"/>	Yes			
	<input type="checkbox"/>	No			



ASK ABOUT ALL OF OUR OTHER CERTAINTEED® PRODUCTS AND SYSTEMS:

ROOFING • SIDING • TRIM • DECKING • RAILING • FENCE • FOUNDATIONS
 GYPSUM • CEILINGS • INSULATION • PIPE

www.certainteed.com <http://blog.certainteed.com>

CertainTeed Corporation
 P.O. Box 860
 Valley Forge, PA 19482

Professional: 800-233-8990
 Consumer: 800-782-8777

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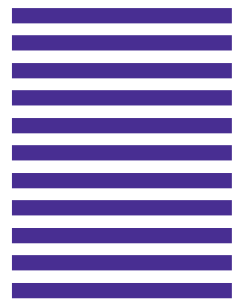
Name

Address

City, State, Zip



NO POSTAGE
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IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS PERMIT NO. 7002, BETHLEHEM, PA

POSTAGE WILL BE PAID BY ADDRESSEE

Customer TrackRecord™
CertainTeed Corporation
P.O. Box 20126
Lehigh Valley, PA 18002-9906

If you return your completed survey by mail, please seal with this panel facing out.

Customer TrackRecord™

The roofing company that installed your new roof participates in CertainTeed credential programs that demand high standards of workmanship and overall professionalism. Your contractor takes advantage of these programs because he cares about doing the best possible job for his customers. This survey relates specifically to the Customer TrackRecord™ program, which is unique to CertainTeed. This program was designed to benefit both the homeowner and contractor by measuring and monitoring customer satisfaction on an ongoing basis. Your roofing contractor values and utilizes customer feedback to continually enhance his performance and maintain his reputation. Providing your opinion about the contractor's performance through this Customer TrackRecord™ survey enables him to see what he's doing right, as well as how he can improve – and you can win a \$500 VISA Gift Card!

After we receive your completed survey, your name will be entered into our annual random drawing, which takes place each January. Only those who complete and submit the survey are eligible. If we select your name, you will receive \$500 — a nice payoff for simply sharing your thoughts. Thanks for your feedback! Two prize winners will be selected and notified. Prize winners' names will be announced on the CertainTeed web site at www.certainteed.com. Another way to obtain the names of prize winners is to send a self-addressed, stamped envelop to CertainTeed, P.O. Box 20126, Lehigh Valley, PA 18002, Attn.: Customer TrackRecord™.

Submit at www.certainteed.com/roofsurvey



P.O. Box 20126
Lehigh Valley, PA 18002-0126

CertainTeed
SAINT-GOBAIN