



Pond Roofing Co
Fairfax, VA
SELECT Shingle Roofer™

CertainTeed's Roofer's TrackRecord™ uses a 5 point scale to measure performance relative to expectations, where
5 = Significantly Above 4 = Slightly Above 3 = Met Expectations 2 = Slightly Below 1 = Significantly Below

TrackRecord™ Participant since: 4/12/2007

[Last 20 Responses](#)

| Category/Survey Question | 2008 | 2007 | 2006 | Overall |
|--|------------|------------|------|------------|
| Number of surveys submitted | 26 | 37 | | 63 |
| Percentage of owners who would recommend this contractor | 100% | 100% | | 100% |
| Overall Satisfaction | 4.9 | 4.9 | | 4.9 |
| Communication | 4.8 | 4.6 | | 4.7 |
| Sufficient information was provided on products, etc | 4.8 | 4.5 | | 4.7 |
| Specifics were given to help understand work to be done | 4.7 | 4.6 | | 4.6 |
| Professionalism | 4.9 | 4.8 | | 4.8 |
| The company presents a professional image | 4.9 | 4.8 | | 4.8 |
| The company employees were courteous | 4.8 | 4.8 | | 4.8 |
| Timeliness | 4.8 | 4.8 | | 4.9 |
| Considering reasonable delays, was the start date met? | 4.8 | 4.8 | | 4.8 |
| Once begun, was the job completed in the time promised? | 5.0 | 4.8 | | 4.9 |
| Responsiveness | 4.8 | 4.9 | | 4.9 |
| The company was accessible and responsive to requests | 4.8 | 4.9 | | 4.9 |
| Workmanship | 4.8 | 4.8 | | 4.8 |
| The finished job met the standards in agreement | 4.8 | 4.8 | | 4.8 |
| The job site was cleaned up | 4.8 | 4.8 | | 4.8 |
| Caring | 4.9 | 4.8 | | 4.9 |
| Equipment and work caused only minor inconvenience | 4.9 | 4.8 | | 4.9 |
| Proper care was demonstrated for your property | 4.9 | 4.8 | | 4.9 |





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[Report Summary](#)

| Category/Survey Question | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Would recommend this contractor | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| Overall Satisfaction | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 |
| Communication | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 3.5 | 4.5 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 4.5 | 4.5 |
| Sufficient information was provided on products, etc | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 |
| Specifics were given to help understand work to be done | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| Professionalism | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 4.0 |
| The company presents a professional image | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| The company employees were courteous | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| Timeliness | 5.0 | 5.0 | 5.0 | 5.0 | 4.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 4.0 |
| Considering reasonable delays, was the start date met? | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 |
| Once begun, was the job completed in the time promised? | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Responsiveness | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 |
| The company was accessible and responsive to requests | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 |
| Workmanship | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 4.0 | 4.0 | 5.0 | 5.0 | 5.0 | 5.0 | 4.5 | 5.0 | 5.0 | 5.0 | 5.0 | 4.0 | 4.0 |
| The finished job met the standards in agreement | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 |
| The job site was cleaned up | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 3 | 5 |
| Caring | 4.5 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 |
| Equipment and work caused only minor inconvenience | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Proper care was demonstrated for your property | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |

