



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

