



## **Towson Roofing Company Focuses on Customer Satisfaction**

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Towson, MD - America's homeowners have become increasingly dissatisfied with roofing contractors in recent years. Unsatisfactory workmanship accounted for 50 percent of complaints filed in this industry last year according to reports from the Better Business Bureau. This report went on to indicate poor customer service likewise appeared near the top of the list. One Towson company is on a mission to turn the tides in favor of homeowners. Julius Mills of Towson Roofing Pros recently announced the company's increased focus on customer satisfaction.

"Many of the contractors in our field are falling short on fulfilling customers' needs," said Julius Mills. "We've seen this growing trend firsthand. Our team has always placed the highest emphasis on providing exceptional service and exceeding our clients' expectations. We go above and beyond the industry standard to provide top-notch Towson Roofing Pros repair and installation regardless of how large or small, simple or complicated the job may be."

Towson Roofing Pros handles both commercial and residential roofing projects and services areas in and around Riderwood, Eudowood, Anneslie, Woodbrook, Wiltondale, Armagh, and Yorkleigh. Mr. Mills said that they have had many satisfied customers in each of these areas and just about everywhere in between! The roofing company installs not only new roof replacements but also handles roof repairs, roofing maintenance, gutter replacement and repairs, and other home repairs related to roofing, such as siding repairs, painting, sheet-rock repairs, chimney repairs, skylight repairs, vent repairs, and much more.

Per information on the company website, Towson Roofing Pros follows a highly structured roof installation process beginning with removal of existing roofing materials for thorough structural inspection. From there, the company incorporates a thirty-pound felt underlayment, material exceeding the industry standard by 50 percent. Ice and water shields are also installed for greater protection against rain and snow damage.

A spokesperson for Towson Roofing Pros explained, "We are the leading provider of roofing in Towson, Maryland. We are the most preferred choice when it comes to roofing projects in Towson. Our team of skilled roofing specialists combined with our investment in the latest technology makes us a preference for contractors and property owners. We are a fully licensed, insured and bonded Towson roofing company. You can trust us to bring your vision and ideas to life with our expertise and innovation."

Skylights, chimneys, valleys, storm collars, rain caps and other roofing features are among the elements most cited by homeowners as problem areas following roofing installation and repairs. Towson Roofing Pros pays particular attention to these facets in an effort to prevent issues often not detected by inspectors until after the fact. Aside from these considerations, the company takes additional precautions to ensure compliance with building codes and requirements in place.

Concluded Mills, "Our expert team takes great care to cover all the aspects other Roofing companies ignore in order to speed up the installation or repair process and increase profits for themselves at the expense of their customers. Most of our business comes from repeat customers and referrals, which is a testament to our commitment to satisfaction. We're proud to be setting new standards in our industry and changing the way homeowners look at our industry as a whole. Anyone in need of repairs, new roof installs or the simple peace of mind of knowing their roof is in good condition is encouraged to contact us for an inspection and free estimate."

Original press release can be found here:

<https://s3.amazonaws.com/towsonroofingpros-21204/press-releases/towson-roofing-company-focuses-on-customer-satisfaction.html>.

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For more information about Towson Roofing Pros, contact the company here: Towson Roofing Pros  
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## **Towson Roofing Pros**

*Towson Roofing Pros is a full-service roofing company. We specialize in new roof installations, re-roofs (roof replacements), and repairs and roof maintenance. We provide inspections and roof condition certifications.*

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