Favorable Review on Hamilton Roof Repair Company Applauds Them for Taking Time to Explain the Services Needed

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Straight Arrow Roofing is a Hamilton, Ontario-based contractor that is used to getting glowing reviews written about their services. Many of these customer reviews highlight the fact that someone at the company took extra time to explain what and why a certain type of roof repair needed to be done. Such is the case in a glowing review that was recently left on the company. In this review, a customer with little roofing knowledge stated he was extremely happy with the way every detail of his roofing needs were explained to him by those at the company.

In the review mentioned above, Jesse Thurston wrote, ?I had a great experience with Straight Arrow Roofing. I'm not very knowledgeable on the topic of roofing but these guys explained everything I asked about clearly. I was given multiple solutions to fix my issue and the pros and cons of each option were discussed to determine the right fix for me. They showed up at the agreed-upon time and did an excellent job. Should I need a roofing contractor in the future I know who I'm going to call.? This Straight Arrow Roofing customer review and many others like it can be seen on the company?s Google Maps Business Listing.

Joel Guerra, the company owner, had this to say about why they take so much time helping a homeowner understand what their roofing needs are, ?Most of the time when we get a call asking for help with a roof repair, our customers know little about the subject. That is why we are so thorough with them as far as going over every aspect of a needed roof repair. We like the same treatment from another company?s service technician?s when they are doing work for us that we know very little about.?

Guerra went on to say that going over the work that needs to be done with a customer is very routine for his company. He added it's actually part of a 5-step process that the company does with every customer. The first step is the initial contact with a customer and then scheduling an appointment and inspection. After that comes the actual inspection. This involves him or one of his more experienced techs getting up on a customer?s roof. He says there is no better way for them to see what roofing work a customer needs to be done than by walking the entire length and width of it. These inspections cover everything from obvious roof damage to finding more subtle problems such as small leak areas. Guerra says that once the inspection is done, they will then write up a detailed estimate.

The company owner says he likes to be as thorough as possible with the company?s estimates so the customer gets no surprises when they are presented with their final bill. Next comes going over the inspection findings and estimate with the customer. He says that most of the time they will even show a customer some photos of their roof problems since they did not get up on the roof themselves. Sometimes the customer will also be quoted both short- and long-term repair options. Guerra says the last part of the 5-step process will be signing a formal contract for the job. The contract will include such aspects of the job including projected start dates, payment terms, and all other pertinent actions that will be taken during the course of the work. He says they do this whole 5-step process very quickly and smoothly because it?s in the best interest of homeowners to get their roofing work done as fast as possible.

Straight Arrow Roofing provides many different quality residential roofing services. This includes roof repairs, skylight installation, whole roof replacements, attic insulation services, and gutter replacement and downspout installations. For those that would like to know more about this Hamilton roof repair company?s highly-rated services, Guerra invites them to contact the company by phone, email, or website contact form.
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For more information about Straight Arrow Roofing, contact the company here:Straight Arrow RoofingJoel Guerra289-260-9446info@straightarrowroofing.ca95 Cayuga StBrantfordOntarioCanadaN3S 1X1

Straight Arrow Roofing

Straight Arrow Roofing is a Roofing Contractor staffed with the very best Residential Roofers located in Brantford, ON and has been servicing all of Brantford and the surrounding areas for many years.

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