



Pond Roofing Co
 Fairfax, VA
 SELECT ShingleMaster™

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

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Category/Survey Question	2010	2009	2008	Overall
Number of surveys submitted	4	23	33	97
Percentage of owners who would recommend this contractor	100%	100%	100%	100%
Overall Satisfaction	5.0	4.9	4.9	4.9
Communication	5.0	4.8	4.8	4.7
Sufficient information was provided on products, etc	5.0	4.8	4.8	4.7
Specifics were given to help understand work to be done	5.0	4.8	4.8	4.7
Professionalism	5.0	4.8	4.9	4.8
The company presents a professional image	5.0	4.8	4.9	4.8
The company employees were courteous	5.0	4.8	4.8	4.8
Timeliness	5.0	4.8	4.9	4.9
Considering reasonable delays, was the start date met?	5.0	4.8	4.8	4.8
Once begun, was the job completed in the time promised?	5.0	4.8	4.9	4.9
Responsiveness	5.0	4.8	4.8	4.8
The company was accessible and responsive to requests	5.0	4.8	4.8	4.8
Workmanship	4.9	4.8	4.8	4.8
The finished job met the standards in agreement	5.0	4.8	4.8	4.8
The job site was cleaned up	4.8	4.8	4.8	4.8
Caring	5.0	4.9	4.9	4.9
Equipment and work caused only minor inconvenience	5.0	4.9	4.9	4.9
Proper care was demonstrated for your property	5.0	4.8	4.9	4.9



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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	3	5	5	5	5	5	5	5	5	4	5	5
Communication	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	3.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	3.0	5.0	5.0
Sufficient information was provided on products, etc	5	5	5	5	5	5	5	5	3	5	5	5	5	5	5	5	5	3	5	5
Specifics were given to help understand work to be done	5	5	5	5	5	5	5	5	3	5	5	5	5	5	5	5	5	3	5	5
Professionalism	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	3.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	3.0	5.0	5.0
The company presents a professional image	5	5	5	5	5	5	5	5	3	5	5	5	5	5	5	5	5	3	5	5
The company employees were courteous	5	5	5	5	5	5	5	5	3	5	5	5	5	5	5	5	5	3	5	5
Timeliness	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	3.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	3.5	5.0	5.0
Considering reasonable delays, was the start date met?	5	5	5	5	5	5	5	5	3	5	5	5	5	5	5	5	5	3	5	5
Once begun, was the job completed in the time promised?	5	5	5	5	5	5	5	5	3	5	5	5	5	5	5	5	5	4	5	5
Responsiveness	5	5	5	5	5	5	5	5	3	5	5	5	5	5	5	5	5	3	5	5
The company was accessible and responsive to requests	5	5	5	5	5	5	5	5	3	5	5	5	5	5	5	5	5	3	5	5
Workmanship	5.0	4.5	5.0	5.0	5.0	5.0	5.0	5.0	3.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	3.0	5.0	5.0
The finished job met the standards in agreement	5	5	5	5	5	5	5	5	3	5	5	5	5	5	5	5	5	3	5	5
The job site was cleaned up	5	4	5	5	5	5	5	5	3	5	5	5	5	5	5	5	5	3	5	5
Caring	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	3.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	4.0	5.0	5.0
Equipment and work caused only minor inconvenience	5	5	5	5	5	5	5	5	3	5	5	5	5	5	5	5	5	4	5	5
Proper care was demonstrated for your property	5	5	5	5	5	5	5	5	3	5	5	5	5	5	5	5	5	4	5	5



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#	Customer	City	Overall	Recommend
1	Patrick & Joan McDonald	Springfield, VA	5	Yes
2	Edward & Susan Boriso	Alexandria, VA	5	Yes
3	Denis & Diane Van De Ven	Fairfax, VA	5	Yes
4	Robert A & Mary Alice Fitton	Springfield, VA	5	Yes
5	Cynthia Schneider	Arlington, VA	5	Yes
6	Yardena Mansoor	Great Falls, VA	5	Yes
7	Karen Cooper	Herndon, VA	5	Yes
8	Jane Hahn	Mc Lean, VA	5	Yes
9	Jeffrey Heil	Falls Church, VA	3	Yes
10	Martha Walz	Arlington, VA	5	Yes
11	Curtis Ritter	Arlington, VA	5	Yes
12	Stephen McDonnell	Arlington, VA	5	Yes
13	Geraldine Hanson	Herndon, VA	5	Yes
14	Michael & Nancy Colburn	Burke, VA	5	Yes
15	Susan Welch George Williams	Alexandria, VA	5	Yes
16	Thomas & Barbara Lee	Vienna, VA	5	Yes
17	Jonathan & Susan Harrison	Vienna, VA	5	Yes
18	Joseph & Sandra Grant	Fairfax, VA	4	Yes
19	James Johnson	Arlington, VA	5	Yes
20	Robert & Cynthia Kennedy	Great Falls, VA	5	Yes