



Star Roofing & Construction Inc
 Snohomish, WA
 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	2012	2011	2010	Overall
Number of surveys submitted		26	34	140
Percentage of owners who would recommend this contractor		100%	97%	96%
Overall Satisfaction		4.8	4.6	4.6
Communication		4.8	4.6	4.5
Sufficient information was provided on products, etc		4.8	4.7	4.5
Specifics were given to help understand work to be done		4.8	4.5	4.5
Professionalism		4.8	4.7	4.6
The company presents a professional image		4.8	4.6	4.5
The company employees were courteous		4.8	4.7	4.6
Timeliness		4.8	4.6	4.6
Considering reasonable delays, was the start date met?		4.8	4.5	4.5
Once begun, was the job completed in the time promised?		4.8	4.7	4.7
Responsiveness		4.7	4.6	4.5
The company was accessible and responsive to requests		4.7	4.6	4.5
Workmanship		4.8	4.5	4.5
The finished job met the standards in agreement		4.8	4.5	4.5
The job site was cleaned up		4.7	4.5	4.5
Caring		4.8	4.7	4.6
Equipment and work caused only minor inconvenience		4.8	4.7	4.6
Proper care was demonstrated for your property		4.8	4.7	4.5