



1-800-477-6099  
www.rambuilders.com

Dear Customer,

Thank you for allowing RAM Builders, Inc. the opportunity to perform work for you. In our continuing efforts to improve our service, we are seeking to better understand the needs and expectations of our customers. We would appreciate your help in this matter, and ask that you would take a few minutes to fill out this survey to educate us on your experience with RAM Builders, Inc.

1. How did you first hear about RAM Builders?

Friend  Yellow Page Ad  Salt Lake Living Magazine  Website  Other:  
Home repair contractor

2. What was your reason for calling RAM Builders?

Home Inspection  Leaking Stucco  Damaged Stucco  Stucco Concern  
 Other: Home settling caused damage - it was extensive in places

3. In your estimation, how extensive did you feel your problem was? (What did you think the cost of repairs would be?) We had no idea what the cost would be for a repair - but the damage was extensive

On a scale of 1 - 5, with 5 being the best, please rate RAM Builders on the following items:

4. RAM Builders was timely and professional from the point that I placed a call to them, until the time someone looked at my home and then I received my proposal. 1 2 3 4 5

Comments: \_\_\_\_\_

5. The RAM Builders representative educated me about the stucco problems on my home. 1 2 3 4 5

Comments: \_\_\_\_\_

6. The video "What's Happening Behind Your Stucco" helped me to understand how stucco works and what caused the problems behind my stucco. 1 2 3 4 5

Comments: \_\_\_\_\_  
(If you did not receive a copy of this video, please fill-in the information on the back and we will be happy to send one to you free of charge.)

**If you did not have stucco work done on your home by RAM Builders, Inc. skip to the comment section at the end.**

7. The work on my home was done in a timely and professional manner. 1 2 3 4 5

Comments: \_\_\_\_\_

8. The job site was kept as clean and orderly as possible. 1 2 3 4 5

Comments: \_\_\_\_\_

9. The Time & Material (T&M) rates and/or job costs were fair. 1 2 3 4 5

Comments: \_\_\_\_\_

10. RAM Builder's interference with my daily lifestyle was minimal. (Trailers, scaffolding, workers' vehicles, etc., were not a problem.) 1 2 3 4 5

Comments: \_\_\_\_\_

11. The employees who did the repairs were timely and efficient. 1 2 3 4 5

Comments: \_\_\_\_\_

12. At the completion of the job, I was pleased with the work that had been done. 1 2 3 4 5  
Comments: RAM had to return because they did the wrong color on our foundation stucco.

13. I was please with the manner in which my yard and property were left at the completion of the job. (Landscaping was restored to its original state, trash and debris was removed, etc.) 1 2 3 4 5

Comments: \_\_\_\_\_

Please summarize your experience with your stucco problems, from where they first began to where they are now.

We had many different builders, contractors & people who worked on our home due to extensive damage from settling. Among the best & most easy & pleasant to work with was RAM. They come back & fixed the color problem. They came when they said they would & were fast & efficient.

Any additional comments:

We have been so pleased with the work RAM did. You would never know our stucco had been damaged. we would definitely have RAM come again for any future stucco issues.

Thanks

Thank you for your time and comments. Please mail or fax this survey back to us at your earliest convenience.

Check here to receive a free DVD "What's Happening Behind Your Stucco" (Fill-in the information below.)

(Optional)

Name:

Anne & Larry Bowen

Phone #:

801-785-3429

Address:

3133 N Millcreek Rd.

City, State, Zip:

Pro UT 84062