



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:

2. What was your reason for calling RAM Builders?

- Home Inspection  Leaking Stucco  Damaged Stucco  Stucco Concern  
 Other: \_\_\_\_\_

3. In your estimation, how extensive did you feel your problem was? (What did you think the cost of repairs would be?) not very extensive - abt \$4,000

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: Finished in 2 weeks - Great!

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

Comments: Came as soon as I called, Thorough Inspection

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: NA  
(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: Don't know

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: Covered AC units to protect them Couldn't run AC, not their fault!

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: Extremely pleased w/ color match.

Very professional finish -

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.

Water from roof was causing cracks near two chimneys. One chimney wall was crumbling stucco and some falling off. Inspection thorough & damage & repair explained. Repairs excellent!

Any additional comments: Work was started when I was out of town. I had asked to be notified when work would begin & had sent itinerary of out of town dates. But, not a problem!

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)

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