

363,000
CUSTOMERS SURVEYED

ALAMEDA COUNTY · APRIL 2019

Diamond Certified[®] Directory

LOCAL COMPANIES RATED HIGHEST IN QUALITY · PERFORMANCE GUARANTEED



INSIDE: Capability Profiles of
Top Rated Diamond Certified Companies
PLUS: Expert Tips in the Back of this Directory

Ratings updated daily at www.diamondcertified.org

2019

The Rating Process

American Ratings Corporation conducts accurate customer satisfaction research.



1. APPLY

The company must apply to begin the rating process.



2. SAMPLE

A random sample of typically 400 past customers is collected from all customer files of the applicant company.



3. SURVEY

Only real customers are surveyed in confidential telephone research to determine the company's customer satisfaction score based on quality.



4. SCORE

To qualify, the company must score Highest in Quality and Helpful Expertise®, with a score of 90 or above on a 100 scale.

Rigorous standards are enforced.



5. CREDENTIALS

We confirm that the company has required insurances and valid state-mandated credentials.



6. PRACTICES

The company must perform to contract, have customer-friendly business practices and stand behind its work.



7. COMMITMENT

The company agrees to adhere to the Diamond Certified® Customer Satisfaction Principles.



8. AWARD

If the company's quality rating, business practices and credentials meet our high standards, it is awarded Diamond Certified.

We require ongoing customer satisfaction and performance.



9. MONITOR

We conduct ongoing surveys to ensure the company is maintaining high customer satisfaction and loyalty.



10. MEDIATE

The company agrees to participate in Diamond Certified mediation if necessary.



11. GUARANTEE

The Diamond Certified Performance Guarantee provides added assurance of the company's commitment to customer satisfaction.



12. QUALITY

Companies that are able to qualify for and maintain their Diamond Certified awards are much more likely to deliver quality to their customers.

2/15/19 was the cutoff date for publishing this directory. Please go to our website to see changes.

Individual Research Reports

Each company, pass or fail, receives a research and rating report with the results of their study. The example pages below show the value of these reports:

Question 1

“On a scale of 1 to 10, with 1 being ‘very dissatisfied’ and 10 being ‘very satisfied,’ how do you feel about the quality you most recently received from [Company Name]?”

Diamond Certified® Ongoing Rating and Certification Report

Question 1:

“On a scale of 1 to 10, with 1 being ‘very dissatisfied’ and 10 being ‘very satisfied,’ how do you feel about the quality you most recently received from Advanced Roofing Services?”



FREQUENCY	0	1	1	1	5	4	6	23	16	43
CUMULATIVE FREQUENCY	0	1	2	3	8	12	18	41	57	100
PERCENT	0.00%	1.00%	1.00%	1.00%	5.00%	4.00%	6.00%	23.00%	16.00%	43.00%
CUMULATIVE PERCENT	0.00%	1.00%	2.00%	3.00%	8.00%	12.00%	18.00%	41.00%	57.00%	100.00%

Statistical results for 100 observation

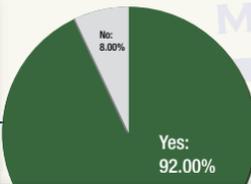
Mean: 8.58
Standard Deviation: 1.74
Percent of responses 6–10: 92.00%

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Question 2

“If you needed this type of service in the future, would you use [Company Name] again?”

- Question 2:
“If you needed the services of [Company Name] in the future, would you use Advanced Roofing Services again?”



Certification Report

...did [Company Name] provide that expertise?”

Yes: 94.00%

Question 3

“If you needed any Helpful Expertise®, did [Company Name] provide that expertise?”

Question 4

“When you think about [Company Name], what would you like to tell other consumers?”

Question 5

“What did you like best about [Company Name]?”

Question 6

“What do you think [Company Name] could do to improve?”

Only local companies rated Highest in Quality and Helpful Expertise® earn Diamond Certified and appear in this directory. Each company has undergone at least 30 hours of research and passed every rating step in customer satisfaction, insurance coverage, license, business practices, complaint bureau status and credit for contractors as described on the previous page.

CRIMINAL BACKGROUND CHECKS ARE NOT CONDUCTED: The rating steps that we conduct are described on this page. We do not conduct criminal background checks. If this is important to you when choosing your next service provider, do not hesitate to ask the company representative whether the employees who will be working in your home have passed criminal background checks and if any additional measures will be undertaken to protect your family and your property while work is in process. If you have children, you may also want to review the Megan’s Law website. We hope that this information has provided you with an added measure of decision-making power.

Compared to Review Sites

We know review websites can be helpful, but you have to be careful when using them. It's important to understand the key differences between how we conduct research and how review sites collect reviews. While we exclusively conduct telephone surveys from an entire customer base of each rated company, review sites post reviews from any person who chooses to post, which means legitimate, spontaneous reviews are mixed with fake and cherry-picked reviews that come from a company's best customers, family and friends. Due to the accuracy of our ratings, we're able to back your purchases from top rated companies with the Diamond Certified Performance Guarantee, while review sites do not. For these reasons, we naturally encourage consumers to first look to top rated Diamond Certified companies whenever possible.

Diamond Certified Resource (DCR)	Most Review Sites
<p>Real Customers To start each rating, DCR uses a company's actual customer list. Then DCR only performs its surveys by telephone, which allows it to verify that each customer has actually purchased from the company being rated.</p>	<p>Fake Reviews / Multiple Identities Anyone can post an anonymous review, whether they were a customer or not. Roughly 30% of posted reviews are fake. Anyone can game the system by creating multiple identities and posting fake reviews to bolster bad companies, or sabotage good ones.</p>
<p>Random Sample / All Customers DCR receives all customer names and phone numbers or a large, random sample of customers (400) from each rated company. Company owners can't cherry-pick because of such a large base. Thus, dissatisfied and satisfied customers are surveyed in true proportion to their occurrence.</p>	<p>Cherry-Picking Review sites encourage companies to ask people to write reviews. Many times, owners and employees solicit their families, friends and best customers to post 5-star reviews. This cherry-picking produces misleading and biased results.</p>
<p>Statistically Reliable / Rigorous DCR research is statistically reliable because a large, random sample of customers is pulled from each company's customer base. Customers are "interrupted" by phone interviews at home, so there's not a self-selection bias. Ongoing research, complaint and credentials ratings ensure Diamond Certified companies continue to perform well.</p>	<p>Inaccurate Star Scores Each company's "star score" (calculated by averaging scored reviews) isn't an accurate score for customer satisfaction because reviewers aren't derived from a random sample that represents all customers served. Instead, customers and non-customers are solicited to write reviews. As such, the results of the review scoring are not statistically reliable.</p>
<p>Performance Guarantee Should a dispute arise about performance on contract, DCR provides mediation and a money-back guarantee per the terms of the Diamond Certified Performance Guarantee (see page 5).</p>	<p>No Guarantees Most sites don't offer a performance guarantee.</p>

American Ratings Corporation

Who We Are and What We Believe

Our mission is to define excellence and identify for consumers the highest quality local companies. Our team at American Ratings Corporation is the most experienced in the nation in rating and certifying local companies. We are dedicated to ensuring you have confidence in the companies you choose.

We are committed to performing all ratings and ongoing certification work with the highest integrity and accuracy.

We believe:

1. You the consumer have the right to know which companies are truly performing at the highest level of quality.
2. The highest quality companies should be rewarded for their ongoing performance through public recognition.
3. Companies should be held accountable for their performance—one customer at a time.

How to Reach Us

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www.facebook.com/diamondcertified
twitter.com/diamondcert

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Chris Bjorklund,
Consumer Advocate



Greg Louie, Founder and
Chief Executive Officer



Joy Lanzaro, Director of
Mediation and Compliance



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Ratings and Research

Your Performance Guarantee

If you're dissatisfied with the performance of a Diamond Certified company and try unsuccessfully to resolve the issue, we're here to help. Initiate mediation within six months of your purchase. If the company fails to honor its contractual obligations, uphold industry standards or participate in good faith to resolve the issue, we will refund your purchase price up to a limit of \$1,000. See the details below or at www.diamondcertified.org.

AMERICAN RATINGS CORPORATION
DIAMOND CERTIFIED

PERFORMANCE Guarantee

A dispute may arise from an unmet expectation or a simple misunderstanding. Many disagreements are resolved after the parties work with each other using the contract and industry standards for guidance.

If you have tried unsuccessfully to resolve a disagreement please contact us at info@diamondcertified.org or (800) 738-1138. Our mediator will work with you and the Diamond Certified® company to attempt to reach an agreement that both parties can live with.

If the mediation fails to produce a mutually-agreeable solution due to failure of the Diamond Certified company to honor contractual obligations, uphold industry standards, or participate in good faith, we will refund your purchase price up to \$1,000.

TO QUALIFY FOR THIS GUARANTEE, THE CUSTOMER MUST:

1. Have purchased the services of a company that was Diamond Certified at the time of the transaction
2. Have attempted to resolve the issue with the company directly
3. Initiate mediation within six months of your purchase
4. Have no previous or concurrent complaints against the subject company elsewhere
5. Be willing to allow the company to correct the problem

Greg Louie

Greg Louie, Founder & CEO
American Ratings Corporation



Quality • Satisfaction • Trust

WHAT WE CAN'T PROMISE—LIMIT OF LIABILITY

The Diamond Certified® symbol is not a promise of a company's future performance or your actual satisfaction with that company. We endeavor to perform the rating process accurately and without bias according to the description supplied by our organization. Furthermore, we believe that the methodology used to ascertain this rating and award Diamond Certified is a fair representation of the qualifying company's high customer satisfaction level during the period of the rating. Since we rely on multiple sources of information and each company's performance can change over time, we cannot guarantee the accuracy of the information provided herewith. The content and materials provided are provided "As Is" and without warranties of any kind, either expressed or implied. Memberships, awards and affiliations are not independently verified. Under no circumstances, including but not limited to negligence, shall we be liable to you or any other entity for any direct, indirect, incidental, special, or consequential damages. The Diamond Certified symbol does not mean that a certified company will meet every individual's subjective markers for satisfaction. We do back our certification with a Performance Guarantee, which is our sole guarantee provided users of any information related to Diamond Certified.

Read Expert Articles Before You Choose

Visit www.diamondcertified.org to find expertly researched articles about shopping for and buying from local companies across a wide variety of industry categories.

These industry-specific articles detail why it's important to choose a Diamond Certified company that has been independently rated Highest in Quality and Helpful Expertise®.

Become a savvy consumer by accessing helpful articles, tip sheets, videos and blog entries contributed by local Diamond Certified Experts.

Expand your research by viewing related industry brands, agencies, associations and more.

Find more than 20,000 informative articles at www.diamondcertified.org

Get the basic facts about each Diamond Certified company in a particular industry, including contact information, key services and areas served.

This photo gallery showcases Diamond Certified companies' staff, facilities, vehicles and work. As you scroll through the photos, detailed captions give you context and enhance meaning.

Our researched articles help you choose with confidence. Learn what to ask before hiring a local company, get helpful advice on preparing for your job, read answers to Frequently Asked Questions, see a detailed Glossary of Terms and much more.

The screenshot displays a webpage for 'San Mateo County - Auto Body'. It features a navigation bar at the top, a main article with a title 'San Mateo County - Auto Body', and a sub-header 'Laser-Flat - California Auto Body & Repair & Drivng'. The article includes a list of services, a list of Diamond Certified companies, and a photo gallery. Below the article is a section for 'RELATED ARTICLES AND RESOURCES AVAILABLE ON THE DIAMOND CERTIFIED WEBSITE' featuring logos for 3M, A, PPG, and others.

Diamond Certified Experts

Find expert advice from Diamond Certified company owners in the back of this directory.

We encourage you to access the Diamond Certified Expert Reports at diamondcertified.org. These valuable articles, tip sheets, videos and blog entries are created for consumers by local experts. The authors know what they're talking about because they own or manage local Diamond Certified companies that have been independently rated Highest in Quality and Helpful Expertise®. Each has contributed their expertise to create these reports for you and other consumers as a way to give back to their community.

Get free access to hundreds of Expert Contributions at www.diamondcertified.org/find-expert-advice

Bylined Articles

Get helpful industry tips and information from each Diamond Certified Expert Contributor.

Videos

Watch useful video tips from each Diamond Certified Expert Contributor.

The screenshot shows the website interface for a Diamond Certified Expert Contributor. At the top, there is a navigation bar with the company name 'Save Energy Company', a navigation menu (RATINGS, ARTICLES, PHOTOS, VIDEO, CAPABILITIES, TIPS, WEBSITE), a phone number (877) 312-1327, and a CONTACT button. Below the navigation, the page title is 'DIAMOND CERTIFIED EXPERT CONTRIBUTOR ADVICE & TIPS FROM JOHN GORMAN'. The main content is divided into three columns: 1. 'EXPERT CONTRIBUTOR PROFILE' featuring a photo of John Gorman, a bio stating he is a 30-year veteran of the window industry and owner of Save Energy Company, and a section titled 'John Gorman: One Man's Journey' by Matthew Solis. 2. 'EXPERT ARTICLES' featuring an article titled 'How to Choose the Right Window Frames' by John Gorman, with a sub-section 'Vinyl Window Frames'. 3. 'EXPERT VIDEO TIP' featuring a video player for 'Diamond Certified Experts: H... Window Frames' and a section titled 'Video: Three Window Frame Options' with a 'Complete Video Transcription'.

Human Interest

Read a human interest profile on the Diamond Certified Expert Contributor; see their photos; and get to know their background, philosophy, hobbies and interests, and more.

Verbatim Text of Video

Read text versions of the Diamond Certified Expert Video tips.

Dear Savvy Consumer



American Ratings Corporation
Defining Excellence

504 Redwood Blvd., Suite 310, Novato, CA 94947
Telephone (415) 884-2700
Facsimile (415) 884-2784
www.diamondcertified.org

Dear Savvy Consumer,

We've all felt the joy of choosing a good local company and, unfortunately, the pain when we mistakenly choose a bad one. The problem is, every company claims to be good, yet despite these glowing claims some provide inconsistent quality while others are downright unscrupulous.

That's why we're proud to present you with the Diamond Certified solution: a directory of only top rated local companies, each guaranteed. Every profiled company has earned the prestigious Diamond Certified and been rated Highest in Quality and Helpful Expertise® in the country's most accurate rating process of local companies.

You won't be fooled by fake reviews and cherry-picked reviews.

By their own admission, roughly 30% of reviews posted to high-volume review sites are fake. Anyone can game the system by creating multiple identities and posting fake reviews to bolster bad companies. Equally as devastating is the fact that review sites encourage company owners to tell family, friends and selected customers to give them 5 stars. This cherry-picking produces misleading and biased results.

We verify by phone that each surveyed customer is real, not cherry-picked.

When you choose a Diamond Certified company, you'll never be fooled by fake or cherry-picked reviews because we verify only real customers are surveyed from a large, random sample of each company's actual customer base. Company owners can't cherry-pick by telling cohorts to post reviews on our site—we don't allow it. That's why all of the 363,000+ surveys we've conducted are by telephone.

Diamond Certified companies are top rated for quality and guaranteed.

Our rigorous rating and certification process starts with the in-depth pass/fail rating of each company's customer satisfaction, license and insurances. Then we continue to monitor each company and complete ongoing customer satisfaction studies. Finally, we stand behind our work by backing your purchase with the Diamond Certified Performance Guarantee (see page 5).

Ratings are updated daily online. Expert advice is there to help you.

We encourage you to visit www.diamondcertified.org, where you can find updated ratings, see verbatim survey responses on each Diamond Certified company, and read thousands of industry-specific expert articles and tips.

Now you can feel confident about your choices. Keep this valuable directory by your phone, and for the best service, let companies know you selected them from the Diamond Certified Directory.

Sincerely,

Handwritten signature of Greg Louie in blue ink.

Greg Louie
Founder and CEO
greglouie@diamondcertified.org

Handwritten signature of Chris Bjorklund in blue ink.

Chris Bjorklund
Consumer Advocate
chrisbjorklund@diamondcertified.org

Consumer Group Membership

We invite you
to become a
Diamond Certified®
Preferred Consumer
(always free)

Join your savvy neighbors who use Diamond Certified companies and receive all the following membership advantages:

- 1 A special **MEMBER HOTLINE** phone number that you'll always call for live help, questions or problem resolution.
- 2 A free subscription to the annual and quarterly **DIAMOND CERTIFIED DIRECTORY** for your county, plus your choice of two additional counties and access to free digital downloads of every directory.
- 3 A **DOUBLE DIAMOND CERTIFIED PERFORMANCE GUARANTEE**. Every Preferred Consumer transaction is backed up with a \$2,000 guarantee instead of the standard maximum of \$1,000 under the Diamond Certified Performance Guarantee. To be eligible, you must be a Diamond Certified Preferred Consumer at the time of the transaction.
- 4 Members-only **DIGITAL PUBLICATIONS** and **DOWNLOADS** so you can download the latest edition of the Diamond Certified Directory, read expert advice, watch hundreds of consumer video tips, and more.



Join now by mailing in the attached postcard, signing up online at www.diamondcertified.org or calling us at (800) 480-1978.

OUR PROMISE TO YOU:

Your information is kept completely confidential. We will never sell your name or address to anyone. Diamond Certified Preferred Consumers are members of the Diamond Certified Consumer Group. Questions? Call (800) 480-1978

Frequently Asked Questions

Q: What does a company have to do to earn Diamond Certified®?

A: Each company must undergo a rigorous rating process and earn a customer satisfaction rating of 90 or higher (on a 100 scale). Companies that score Highest in Quality and Helpful Expertise® and pass verifications for insurance coverage, license, business practices, and complaint bureau status earn Diamond Certified. Most companies can't make the grade.

Q: Why do you say your ratings are more accurate than review sites?

A: Unfortunately, many online review sites are plagued with fake and cherry-picked reviews, where anonymous posters pretend to be customers and reviewed companies solicit their favorite customers to post reviews. Conversely, our ratings are based on statistically reliable research that's derived from a large, random sample of each company's verified customer base. We conduct telephone surveys to ensure we survey only real customers of the company being rated, and we require every Diamond Certified company to pass ongoing research and credential ratings in order to maintain their certification.

Q: What if I have a problem with a Diamond Certified company?

A: Contact the senior manager of the company and explain the problem. Use the original service contract for reference. Describe what reasonable measures the company can take to correct the problem. If the issue remains unresolved, please review the terms of the Diamond Certified Performance Guarantee on page 5 and contact us at (800) 738-1138.

Q: Can a company cheat to earn Diamond Certified?

A: It's possible, but unlikely. A company with low customer satisfaction has a problem hiding that fact because most customers don't bother complaining. We survey a large, random sample of past customers, conduct ongoing research and monitor all complaints received. Companies that fail to keep their customers satisfied are disqualified.

Q: Why don't you tell us which companies don't pass your rating and certification?

A: All companies are guaranteed anonymity in the rating process so they're more likely to apply to be rated. To be safe, use a Diamond Certified company.

Q: Who pays for the rating? How does American Ratings Corporation generate money to cover costs?

A: Companies that go through the rating process pay a rating fee and receive a pass or fail research report. Companies that qualify and earn Diamond Certified pay an annual certification fee, allowing us to monitor the Diamond Certified brand, conduct each company's ongoing customer satisfaction research, provide mediation, back you with the Diamond Certified Performance Guarantee, and educate the public.

How to Use This Directory

Business categories are displayed alphabetically. Each top rated Diamond Certified company is presented using the format below:

Business Category Listing
For easy navigation through this directory

WINDOWS

SAVE ENERGY COMPANY

(415) 367-3149

Serving San Francisco, Marin and Sonoma Counties



Business Name and Contact Information

Save Energy Company provides and installs energy-efficient windows and doors for residential clients throughout San Francisco, Marin, and Sonoma Counties. The family-owned and operated company celebrated its 30th anniversary in 2013. It continues to offer the industry's top brands—such as Simonton, Milgard, Marvin and Cascade—and friendly, clean, expert installation crews.



Save Energy Company offers a variety of window and door products at its Petaluma showroom.

WEBSITE
www.SaveEnergyCo.com

EMAIL
jgorman@SaveEnergyCo.com

MANAGER
John Gorman & Pat Gorman, Owners

SERVICES
Window Replacement
Sliding and French Door Replacement
Entry Doors

HOURS
Mon – Thu: 8:30am – 4:30pm
Fri: 8:30am – 4pm

CREDIT CARDS
Discover, MasterCard, Visa
Financing Available

CERTIFICATION/TRAINING
Installation/Masters Residential/Light Commercial Window and Door Installer (AWMA)
Lead Safety for Renovation, Repair & Painting Refresher

DIAMOND CERTIFIED COMPANY REPORT
www.dccert.org/51

Fact Boxes
Summarizes essential information about the company

Quick Links
Follow these links to see the company's Diamond Certified Company Report and Video Profile

Owners John and Pat Gorman established Save Energy Company in 1983 to provide energy-efficient solutions for their community. Since then, the firm has completed more than 20,000 projects and has been named one of the Top 500 Remodelers in the United States by *Qualified Remodeler* magazine.

"We're also the only company to offer free one-year checkups after window installation upon request," says Mr. Gorman.

Save Energy Company's website offers a free information pack called "How to Maximize Your Construction Investment" that provides information on how to know exactly what to look for in a window and door contractor. "It's crucial to understand this information before hiring any window replacement company," says Mr. Gorman.

Article
A report that includes the owner's background, history, specialties, customer philosophy and selected survey quotes from the customer satisfaction study

COMPANY PHILOSOPHY
"We strive to make the replacement window purchasing process easy and hassle-free. Our products come with lifetime warranty and installation workmanship guarantee to ensure our clients receive products to the highest standards. Ultimately, we help our customers select the right doors to complement their home."

Survey Responses
Read what real customers have to say about their experiences with the company

EXCERPTED SURVEY RESPONSES
"They're reliable, they do spotless work and the product is good quality. We've used them twice and we're about to use them a third time."—Becky C.



Helpful Expertise®
Proves the company's status as a helpful local expert

Diamond Certified Dashboard
Each company's rating results are presented

Customer Satisfaction
Demonstrates level of quality experienced

Customer Loyalty
Researches customers' intent to return

Required Credentials
Verified in writing

For recent rating status and additional survey responses visit www.diamondcertified.org

Find a Diamond Certified Company

- | | |
|--|--|
| 13 Air Quality – Indoor | 73 Home Energy Auditor |
| 14 Alarm & Security Systems | 74 Home Theater & Automation |
| 15 Asbestos Removal | 75 Insulation |
| 16 Attic & Crawl Space Cleaning | 76 Interior Designer |
| 17 Audiologist | 77 Kitchen & Bath Contractor |
| 18 Auto Body | 82 Landscape Contractor |
| 22 Auto Dealer | 85 Locksmith |
| 23 Auto Repair | 87 Marble & Granite |
| 28 Auto Repair – European Specialist | 88 Optician |
| 29 Auto Tires, Wheels & Alignment | 89 Painting |
| 30 Auto Transmissions | 93 Patio Covers |
| 31 Awnings | 94 Paving – Asphalt & Stamping |
| 32 Business Coach | 95 Paving Stones |
| 33 Carpenter | 96 Pet Boarding |
| 34 Chiropractor | 97 Plumbing |
| 35 Concrete Contractor | 102 Real Estate Sales – Agent |
| 36 Concrete – Decorative | 103 Roofing |
| 37 Contractor – Design & Build | 108 Roofing – Commercial |
| 38 Contractor – Remodeling
& Additions | 109 Sewer Line Contractor |
| 44 Countertops | 112 Shower Enclosures |
| 45 Dentist | 113 Siding Contractor |
| 48 DMV Services | 114 Signs |
| 49 Drainage | 115 Solar |
| 51 Drywall Contractor | 117 Stairs Contractor |
| 52 Electric Vehicle Charging
Station Contractor | 118 Swimming Pool Contractor |
| 53 Electrical Contractor | 119 Swimming Pool & Spa,
Service & Supplies |
| 55 Flooring Installation | 120 Termite Control |
| 56 Flooring Showroom | 122 Tile Contractor |
| 58 Foundation Contractor | 123 Tree Services |
| 62 Framing | 126 Water & Fire Damage Restoration |
| 63 Garage Doors | 127 Water Treatment & Service |
| 64 Handyman – Home Repair | 128 Weight Loss |
| 65 Hardwood Floors Refinishing | 129 Window Coverings |
| 66 Hearing Aids | 130 Window Tinting |
| 68 Heating & Air Conditioning | 131 Window Washing |
| | 132 Windows |

Perfect Star Heating and Air Conditioning is a locally owned and operated family business that provides a wide range of HVAC services for residential clients in Alameda and Contra Costa Counties. In addition to maintaining and repairing all types of heating and air conditioning systems, the company installs a variety of products that are designed to improve indoor air quality by eliminating allergens and pollutants, including whole house air purifiers and electrostatic filters.

Owner Chris Donzelli says Perfect Star Heating and Air Conditioning's responsive, hands-on approach to HVAC work has been a key component in the company's success. "Our clients know that whenever they need our help, we're going to be there. We're here to take care of them and provide them with everything they need to be comfortable in their homes."

Perfect Star Heating and Air Conditioning offers numerous services that make the HVAC process simple and stress-free for its clients, including a monthly maintenance program and a software system that sends messages and reminders when its technicians are on the way. "We like to make sure our customers are in tune with what's going on with their services so they know exactly what to expect," says Mr. Donzelli. "They really appreciate how dedicated we are to their satisfaction."

COMPANY PHILOSOPHY

"Our motto is, 'We keep you in your comfort zone,' and that's what we focus on with each job. Our clients' needs always come first, so we do whatever it takes to make sure they're happy with every aspect of our work."

EXCERPTED SURVEY RESPONSES

"They were efficient, informative, and they didn't try to convince me to buy a bunch of stuff that I didn't need."—Keith D.

PERFECT STAR HEATING AND AIR CONDITIONING

(510) 244-4356

Serving Alameda and Contra Costa Counties



WEBSITE

www.perfectstarhvac.com

EMAIL

info@perfectstarhvac.com

MANAGER

Chris Donzelli, Owner

SERVICES

Indoor Air Quality, Heating & Air Conditioning, Ductwork, Perfect Star Membership Maintenance Program (Members Receive Priority Service), Heating and Air Conditioning Tune-Ups, Heating and Air Conditioning Installations and Replacements, Ductwork Repair, Sealing and Installation, Zoning, Air Filtration Installations/Indoor Air Quality

HOURS

Available 24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

10-Year Parts Warranty on Every Installation
1- to 5-Year Warranty on Labor
1-Year Money-Back Guarantee

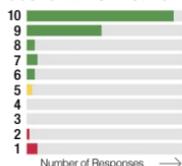
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2473



DIAMOND CERTIFIED RATINGS DASHBOARD based on **100** random customer surveys since November 2017

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 1022101
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

REED BROTHERS SECURITY

(510) 456-0989

4432 Telegraph Avenue
Oakland, CA 94609



Randy Reed, Owner

WEBSITE

www.reedbrotherssecurity.com

MANAGER

Ronald Reed, Randall Reed
and Michael Salk, Owners

SERVICES

Security Services	Alarm Systems
Access Controls	Locks
Latch Guards	Safes
Personal Security	Gates
Cameras	

HOURS

Mon – Fri: 8am – 5:30pm
Sat: 8:30am – 5pm
24/7 Emergency Service

GUARANTEES

1-Year Warranty

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1970

Reed Brothers Security provides a wide range of security services and products for residential and commercial clients throughout the Greater Bay Area. In addition to its 24/7 locksmithing capabilities, the company installs alarm systems, safes, security doors, gates, access control systems, cameras, and other modern equipment that's designed to enhance the safety of customers' homes and businesses.

Owner Randy Reed says Reed Brothers Security's dedication to community involvement has been an important part of its success. "We really enjoy interacting with the people in our community and helping them solve their security issues. From running monthly seminars for the Oakland Police Department to participating in locksmith bureaus, we're always looking for new ways to educate the public about the importance of personal security."

Reed Brothers Security also provides a 24-hour security monitoring service that includes the ability to receive digital signals, radio signals and video images from any type of alarm system. "We take a very realistic approach to securing our clients' homes and businesses, and an important part of that is offering alarm and camera assistance whenever they need it," says Mr. Reed. "We want our customers to think of us as a one-stop shop for all their security needs."

COMPANY PHILOSOPHY

"Our goal is to ensure every client is completely satisfied with our work, so we provide them with highly personalized service and never oversell our security products. We're fully committed to protecting our clients' properties and belongings by implementing state-of-the-art equipment and cutting-edge services."

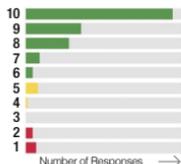
EXCERPTED SURVEY RESPONSES

"They're very knowledgeable, professional, personable, nice people."—Linda L.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **172** random customer surveys since December 2012

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 1807, 681462
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

P.W. Stephens Environmental, Inc. is an abatement contractor that provides hazardous material management for residential, commercial and industrial customers throughout California (its Fremont location coordinates Bay Area work). The company's main services include asbestos abatement, lead paint removal and mold remediation. It also cleans and deodorizes HVAC duct systems and offers a patented process called ThermaPureHeat that uses 100 percent natural heat to dry, disinfect, and decontaminate buildings and enclosable areas.

P.W. Stephens was established in 1982 to provide California homes and businesses with healthy, contaminant-free environments. Owner Scott Johnson says the company's crews have a wealth of industry experience that ensures jobs are done effectively and safely. They're adept at testing hazardous materials and trained to sand and chemically strip surfaces. Since its inception, Mr. Johnson estimates P.W. Stephens has completed more than one million jobs.

COMPANY PHILOSOPHY

"It's important that we do our job effectively—not just for our customers' satisfaction but for their physical well-being. That responsibility makes us even more dedicated to doing thorough, quality work. We're committed to responding quickly, working safely, and providing a healthy environment for our clients and their families."

EXCERPTED SURVEY RESPONSES

"They were very efficient and did not damage anything. They were great. They did some clean-up work outside, so I'd say I really liked their cleanliness. They also made sure none of the particles went outside and sealed the room really well. They took very good precautions."
—Arthur H.

P.W. STEPHENS ENVIRONMENTAL, INC.

(510) 859-4969
(877) 564-4392

Serving California



P.W. STEPHENS ENVIRONMENTAL, INC.
ASBESTOS • LEAD • MOLD REMEDIATION



A P.W. Stephens Environmental technician removes asbestos from a client's ceiling.

WEBSITE

www.pwsei.com

EMAIL

stevem@pwsei.com

MANAGER

Steve MacFarlane, Vice President

SERVICES

Asbestos Abatement
Lead Paint Abatement
Mold Remediation

HOURS

Mon – Fri: 8am – 5pm
24-Hour Emergency Assistance Available

CREDIT CARDS

MasterCard Visa

CERTIFICATION/TRAINING

EPA Lead-Safe Certified

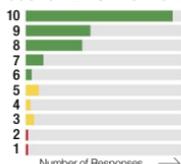
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1253



DIAMOND CERTIFIED RATINGS DASHBOARD based on **274** random customer surveys since January 2008

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 922790, 966
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ATTICARE

(510) 621-7995

Serving the Greater Bay Area



WEBSITE

www.atticareusa.com/locations/
san-francisco
www.atticareusa.com/los-angeles-
area
www.atticareusa.com/locations/
new-jersey

EMAIL

contact@atticareusa.com

MANAGERS

Sean Madar, Oz Pesach
and Zack Jakob, Owners

SERVICES

Attic Cleaning & Rubbish Removal
Animal Waste Removal
Crawl Space Cleaning
Insulation Removal & Replacement
Radiant Barrier Installation
Thermal Inspections

HOURS

Mon – Fri: 7:30am – 7pm
Sat & Sun: 8am – 5pm

CREDIT CARDS

Discover, MasterCard, Visa

GUARANTEES

1-Year Warranty on Installations

BRANDS

Owens Corning, Dow

EMPLOYEES

15

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2504

Atticare specializes in attic and crawl space cleaning for residential and commercial clients throughout the San Francisco Bay Area, Greater Los Angeles, and New Jersey. In addition to removing old insulation, animal waste, and general rubbish from attics and crawl spaces, Atticare has the training and equipment to install vapor and radiant barriers.

CEO Sean Madar says Atticare's ability to handle multiple aspects of attic and crawl space work has been a key factor in the company's success. "We've developed a system that helps property owners from A to Z. By enhancing their comfort, helping them save money on their energy bills and replacing insulation damaged by rodents, we're able to provide them with full solutions."

Atticare takes a meticulous approach to quality control in every aspect of its operations, which Mr. Madar says is important for achieving positive results. "We provide training for our employees on a biweekly basis so we can make sure our work adheres to the highest possible standards. Also, if there's ever an issue on a jobsite, our quality control manager will be there to take care of everything."

COMPANY PHILOSOPHY

"We believe our clients deserve to be comfortable in their homes and businesses, so that's the basis of everything we do. By treating them with care and taking an honest, professional approach to their jobs, we're able to guarantee exceptional results that exceed their expectations."

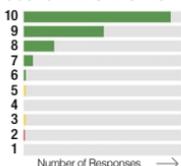
EXCERPTED SURVEY RESPONSES

"They do excellent work. Their employees were extremely polite, they worked together efficiently and they cleaned up after all the work was done. They brought all of their own tools. I have never worked with another company I liked so much."
–Susan C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 270 random customer surveys since October 2018

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. CA: 960710, 997558; NJ: 13VH07811700
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Berkeley Hearing Center provides a wide range of hearing health care services for all types of patients. In addition to performing comprehensive hearing evaluations and fitting patients with the most advanced products available to meet their specific needs, the practice offers numerous services that are designed to help people acclimate to their new hearing aids and assistive devices, including communication counseling and audiological rehabilitation. Parking validation is available for patients who use the Center Street Garage or the Allston Way Garage.

Owner Jonathan Lipschutz, M.S., F-AAA says Berkeley Hearing Center's patient-centered approach to hearing health care has been the most important aspect of its success. "Our commitment to putting our patients' needs first, coupled with our excellent communication skills, allows us to determine each patient's specific issues and customize our care in order to solve them."

Berkeley Hearing Center has the in-house capabilities to repair most makes and models of hearing devices, and it can coordinate with manufacturers' laboratories if more extensive services are required. "We have decades of experience working with hearing aids, so we know what it takes to make sure they're performing optimally for our patients," says Mr. Lipschutz.

COMPANY PHILOSOPHY

"We treat our patients as we would want to be treated: respectfully, honestly and with their best interests at heart. Our goal is to make sure their communication abilities are the best they can be, and we're able to accomplish that by providing each patient with expert, individualized care and the most advanced technology on the market."

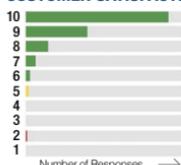
EXCERPTED SURVEY RESPONSES

"I like the service that I got there; it was very professional. I was treated with respect and did not have a long wait."—David G.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **175** random customer surveys since December 2014

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. AU1771
- ✓ Current Complaint File
- ✓ Business Practices

AUDIOLOGIST

BERKELEY HEARING CENTER

(510) 398-0699

**2118 Shattuck Avenue
Berkeley, CA 94704**



**Jonathan Lipschutz,
M.S., F-AAA**

WEBSITE

www.berkeleyhearing.com

EMAIL

berkeleyhearing@gmail.com

MANAGER

Jonathan Lipschutz, M.S., F-AAA

SERVICES

- Hearing Aid Sales
- Service, Dispensing & Repair
- Diagnostic Hearing Evaluations
- Audiologic Rehabilitation
- Hearing Conservation – Custom
- Hearing Protections
- Communication Counseling

HOURS

Mon – Fri: 9:30am – 4:30pm
(By Appointment)

CREDIT CARDS

MasterCard Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2221

AUTOMOBILE COLLISION CENTER

(510) 854-9781

3125 Depot Road, Hayward

(510) 854-9823

6565 Central Ave, Newark

(510) 402-6721

37477 Centralmont Pl, Fremont

(650) 669-8450

1932 Old Middlefield Way

Mountain View

WEBSITE

www.autocollcenter.com

EMAIL

sylvie@autocollcenter.com

MANAGER

Jeff Choe, General Manager

SERVICES

Heavy Duty Collision Repair, Custom Paint Jobs, Computerized Frame & Unibody Straightening, Expert Color Matching, Fleet Work, Aluminum Welding for Most Original Equipment

HOURS

Mon – Fri: 8am – 6pm

Sat: 9am – 12pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

CERTIFICATION/TRAINING

I-CAR Gold Certified; ASE Certified; PPG Certified; Chief Certified; Blackhawk Shark – Electronic Frame Measuring Procedures; MACS Refrigerant Recycling and Service; I-CAR Certificate of Professional Development Through Training, Aluminum GMA (MIG) Welding Qualification Series (Jose Luis Mena)

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1718

Automobile Collision Center provides heavy duty collision repairs for all types of vehicles at four locations in Hayward, Newark, Fremont and Mountain View. The family-owned and operated company uses a variety of state-of-the-art equipment to return customers' cars to their pre-accident conditions, including a paint matching system and a computerized frame and unibody straightening system. In addition to serving individuals and businesses, it acts as a direct repair shop for several major insurance companies, including Geico and GMAC.

General Manager Jeff Choe and his father, owner Justin Choe, have more than 40 years of combined experience in the auto repair industry. They established Automobile Collision Center in 2001 and have since expanded to employ 60 technicians, all of whom are I-CAR and ASE Certified. "Our employees have years of experience, and they're trained to serve our customers' needs as quickly and efficiently as possible," says Jeff Choe.

Automobile Collision Center strives to reverse the public perception of auto body shops by offering highly personalized service. "We regularly follow up with our customers after we've worked on their vehicles," says Mr. Choe. "We take care of the insurance work for them and offer shuttle services and rental car accommodations—whatever we can do to make them happy."

COMPANY PHILOSOPHY

"We perform honest, quality work every time. We're cost-competitive and never sacrifice quality, which allows us to offer our clients high-end services at fair prices. We also back all our work with a lifetime warranty. Our ultimate goal is to have every customer leave our shop completely satisfied."

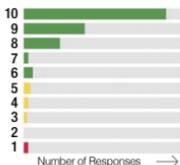
EXCERPTED SURVEY RESPONSES

"I felt like they were very upfront, honest, and they really made an effort to do an excellent job."—Sam H.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **241** random customer surveys since January 2011

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 224960
- ✓ Current Complaint File
- ✓ Business Practices

Since 1968, George McGill's Body Shop, Inc. has been performing a variety of auto body repair services at its San Lorenzo facility, including frame straightening, painting and more. The company's I-CAR and ASE Certified technicians have an average of 20 years of industry experience and are well-versed in all aspects of auto body repair.

Owners Luis Toste and Manuel Garcia say George McGill's Body Shop's longevity has allowed it to develop and maintain a substantial amount of dedicated customers throughout the East Bay, many of whom are second- and third-generation patrons. "When Manuel and I took over operations in 2004, we knew we'd be keeping the name of the business," says Mr. Toste. "It's instantly recognizable in this area, and it represents quality auto body repairs."

George McGill's Body Shop is part of the AAA Direct Repair Network and a 10-time recipient of the AutocheX Premier Achiever Award for Excellence in Customer Service and Satisfaction (2002, 2006-2013, 2015).

George McGill's Body Shop is I-CAR Welding Certified, a ProFirst Certified Collision Repair Facility for Honda and Acura, a Fiat Chrysler Assured Performance Certified Collision Repair Facility, a Ford Collision Care Provider, a General Motors Genuine Repair Provider, a Nissan Certified Collision Repair Facility, and a Hyundai Recognized Collision Repair Center.

COMPANY PHILOSOPHY

"We have very high standards for our work because we feel our customers deserve the absolute best for their vehicles."

EXCERPTED SURVEY RESPONSES

"They were on time. They kept me in the loop on everything. I was satisfied."—John L.

GEORGE MCGILL'S BODY SHOP, INC.

(510) 224-5918

**560 E. Lewelling Boulevard
San Lorenzo, CA 94580**



WEBSITE

www.georgemcgillsbodyshop.com

EMAIL

manuel@georgemcgillsbodyshop.com
luis@georgemcgillsbodyshop.com

MANAGER

Manuel Garcia & Luis Toste, Owners

SERVICES

Full-Service Body Shop
Domestic and Foreign
Laser High-Tech Frame Straightening
Towing and Rental Car Assistance

HOURS

Mon – Fri: 8am – 5pm
Sat: By Appointment

CERTIFICATION/TRAINING

ASE Certified Technicians, Fiat Chrysler Assured Performance Certified Collision Repair Facility, Ford Collision Care Provider, General Motors Genuine Repair Provider, Hyundai Recognized Collision Repair Center, I-CAR Welding Certified, Nissan Certified Collision Repair Facility, Platinum I-CAR Steel Structural Technicians, ProFirst Certified Collision Repair Facility for Honda and Acura, Certified Infiniti Collision Repair Center

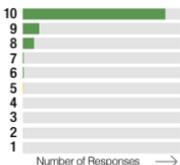
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1720



DIAMOND CERTIFIED RATINGS DASHBOARD based on **200** random customer surveys since February 2011

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 6282
- ✓ Current Complaint File
- ✓ Business Practices

COELHO'S BODY REPAIR & AUTO SALES, INC.

(510) 338-4674

45323 Industrial Place, #2
Fremont, CA 94538



Nelson Coelho Jr.,
President

EMAIL

Coelho1us@yahoo.com

MANAGER

Nelson Coelho Jr., President

SERVICES

- Collision Repair
- Oversizing Removal
- Paintless Dent Removal
- Suspension Work
- Unibody & Standard Full Frame
- Glass Replacement
- Paint

HOURS

Mon – Fri: 9am – 6:30pm

CREDIT CARDS

Discover, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1096

Coelho's Body Repair & Auto Sales, Inc. has been fixing cars under the auspices of Nelson Coelho Jr. since 1980. A burgeoning car mechanic since age 12, Mr. Coelho honed his skills by spending his high school summers and weekends working in his father's auto repair shop. Today, the entire Coelho family is involved in the day-to-day operation of the Fremont-based body shop.

Mr. Coelho says his work is all about "the art of invisible repair." Coelho's Body Repair & Auto Sales strives to bring vehicles back to their pre-accident conditions while leaving no evidence of any repair. Such seamless restoration is time consuming and takes great expertise, but it's become the trademark of Mr. Coelho's business.

As a small, independent shop, Coelho's Body Repair & Auto Sales values its customer relationships over its relationships with insurance companies. "We'll go out of our way to accommodate our customers and save them money whenever possible," says Mr. Coelho. "We can even help them file insurance claims." The company believes communication is the key to great service, so customers are encouraged to ask questions and discuss any concerns.

COMPANY PHILOSOPHY

"We excel at what we do because we truly love the work. We're a small operation by choice. It lets us have very personal relationships with our customers and give them the kind of attention they can't get at larger shops, so it really feels like a family."

EXCERPTED SURVEY RESPONSES

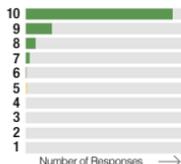
"They were able to accommodate me and get the work done when they said they would get it done. The price was fair and the quality was good. They were great."

–John N.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **346** random customer surveys since June 2007

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 224543
- ✓ State License No. 50251
- ✓ Current Complaint File
- ✓ Business Practices

Auto Techies provides a complete range of auto body and repair services for all types of vehicles at its state-of-the-art Fremont facility. The company has the training and equipment to handle everything from minor damage repair to major mechanical work, and it works directly with insurance companies to streamline the claims process for its customers.

Owner Snehal Shah worked as an electronic engineer for several Fortune 500 companies before shifting his focus to the auto repair industry and establishing Auto Techies. Mr. Shah says his engineering background gives him an in-depth understanding of the electronic make-ups of his customers' vehicles. "Most modern cars and SUVs have very sophisticated electronic systems, from transmissions with electronic controls to anti-lock brakes. I'm able to utilize my knowledge base to ensure these systems function as efficiently as possible."

Auto Techies' factory-trained technicians all have previous experience at dealerships like BMW and Mercedes-Benz, and they're trained to follow insurance guidelines and use environmentally-friendly, water-based paint systems to ensure the best results. "Our technicians always do what's best for the safety of each customer's vehicle," affirms Mr. Shah.

COMPANY PHILOSOPHY

"We're guided by two basic principles: Treat customers the way we'd want to be treated and respect them the way we'd want to be respected. Our goal is to raise the bar for service in the auto repair industry. A lot of mechanics can't effectively communicate with their clients, but we make sure to always inform our customers about what's going on with their cars."

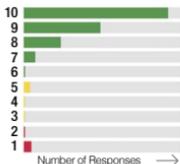
EXCERPTED SURVEY RESPONSES

"I like their knowledge, professionalism and experience working on the kind of car that I have. It is a nice experience going there."—Ryan G.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **226** random customer surveys since May 2011

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 217539
- ✓ Current Complaint File
- ✓ Business Practices

AUTO TECHIES

(510) 592-4905

**41443 Albrae Street
Fremont, CA 94538**



WEBSITE

www.autotechies.net

EMAIL

info@autotechies.net

MANAGER

Snehal Shah, Owner

SERVICES

- Auto Body Repair
- Airbag Systems
- Cooling Systems
- Tune-ups
- Electrical System Diagnostics
- Charging Systems and Batteries
- Transmission Service and Rebuild
- Scheduled Maintenance (30k, 60k, 90k Services, etc.)
- A/C Service
- Brake Service
- Diagnostics
- Wheel Alignments

HOURS

Mon – Fri: 8am – 6pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

12 Months/12K Miles

CERTIFICATION/TRAINING

I-CAR Certificate of Advanced Training, Collision Repair 2000 and Finish Matching (Long T. Nguyen and Peter Nguyen), SSF Certificate of Achievement, Advanced Automotive Technician (Gurpal Singh), WORLDPAAC Training Institute Certificate of Completion, Technical Training Class on BMW Diesel Technology (Bobby Singh)

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1758

AUTO DEALER

DIABLO MOTORS AUTO SALES, BROKERAGE CONSIGNMENT, SERVICE (925) 526-5985

2067 San Ramon Valley Blvd
San Ramon, CA 94583



Diablo Motors carries a wide variety of vehicles at its San Ramon facility.

WEBSITE

www.diabломotors.com

EMAIL

greg@diabломotors.com

MANAGER

Greg Meier, Owner

SERVICES

Used Car Sales & Brokerage
Consignment Sales
Repairs & Maintenance

HOURS

Sales/Service Hours:

Mon – Fri: 9am – 6pm
(Later by Appointment)

Sat: 10am – 5pm

Sun/After Hours: By Appointment

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

90-Day Bumper-to-Bumper Warranty
for \$10K+ Purchase

90-Day Drivetrain Warranty
for \$5k-\$10k Purchase

EMPLOYEES

6

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/753

Diablo Motors Auto Sales, Brokerage, Consignment, Service has been providing pre-owned, late model cars, trucks and SUVs for Bay Area drivers since 1994. The company specializes in selling, servicing, and detailing sport-luxury and sport-utility vehicles such as BMW, Mercedes-Benz, Audi, Land Rover, and Jeep, but its revolving inventory includes cars and trucks of all types. Each vehicle that leaves its San Ramon showroom is AutoCheck Certified, undergoes a 200-point inspection and detail, and comes with a 90-day guarantee.

Owner Greg Meier says Diablo Motors takes a calm and respectful approach when dealing with customers. “We eliminate the cheesy, high-pressure atmosphere that’s found at most dealerships.”

Mr. Meier considers his company a one-stop shop for people looking to purchase used vehicles. “We offer competitive financing, accept trade-ins, offer extended warranties and even take care of all DMV work. And we’re here for the continuing maintenance, detailing and upgrades down the road.”

Diablo Motors’ customers can select from the company’s large indoor showroom or place a broker order for something specific. “Every day, thousands of cars come off lease and are sold back to the dealerships,” explains Mr. Meier. “I attend those dealer-only auctions regularly and can buy almost any car a customer wants.”

COMPANY PHILOSOPHY

“We strongly believe in taking an honest, no-pressure approach to car sales. When customers come to our showroom, they can expect to receive full-service treatment at self-service prices. We pledge honest transactions on immaculate and guaranteed vehicles, all for private party prices.”

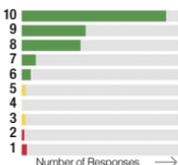
EXCERPTED SURVEY RESPONSES

“I liked his honesty and integrity. He fixed a problem I had right away. He was just awesome.”—Dennis R.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **239** random customer surveys since October 2005

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

RATINGS STATUS

We declare that Diablo Motors Auto Sales, Brokerage, Consignment, Service has passed all of the rating steps and has earned the Diamond Certified award, Certificate No. 753.

David Pak

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 23121
- ✓ State License No. 193897
- ✓ Current Complaint File
- ✓ Business Practices

Alameda Auto Care Center offers a full range of services and repairs to Alameda County drivers, including basic oil changes, tune-ups, scheduled maintenance, electrical components, air conditioning systems and brakes. The facility also handles body work and smog certification.

Owner David Chau has more than 20 years' experience in the automotive industry, doing everything from advanced mechanical work to supervising entire service departments. He owned a successful service station in San Leandro prior to taking over operations of Alameda Auto Care Center in 2003. Mr. Chau says his company operates under the principles of honesty and communication.

To ensure dealership-quality repairs, Alameda Auto Care Center only uses factory-specified parts and high-quality paints. Mr. Chau says his ASE Certified technicians use their training in advanced repair techniques to effectively restore vehicles to their pre-accident conditions. For customers' convenience, the company also offers a complimentary shuttle service for local transportation.

COMPANY PHILOSOPHY

"Many automotive shops are equal when it comes to their ability to fix cars, but we stand out because of how we treat our customers. They're like friends and family to us, and we'll go out of our way to keep things convenient and affordable for them. If we treat people the way we like to be treated, everyone ends up happy."

EXCERPTED SURVEY RESPONSES

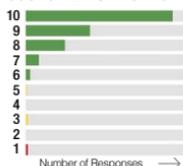
"They are honest, the best in the industry, and I recommend them to everyone."—Grace F.

"They were friendly and very good about calling me back. Their prices were reasonable."—Louise C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **251** random customer surveys since December 2007

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 229072
- ✓ Current Complaint File
- ✓ Business Practices

ALAMEDA AUTO CARE CENTER

(510) 374-4577

2405 Eagle Avenue
Alameda, CA 94501

Serving Alameda County



David Chau is owner of Alameda Auto Care Center.

EMAIL

alamedaautocare@hotmail.com

MANAGER

David Chau, Owner

SERVICES

- All Types of Auto Maintenance, Repair and Service
- Brakes
- Engine Repair
- Computer Control
- Smog Certification
- Electrical Work
- Air Conditioning

HOURS

Mon – Fri: 8am – 5:30pm

Sat: 9am – 3pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1190

ASAP AUTOMOTIVE, INC.

(510) 794-8210

37195 Moraine Street
Fremont, CA 94536

Serving Alameda County



WEBSITE

www.asapautomotive.com

EMAIL

ron_mcleod@comcast.net

MANAGER

Ron McLeod, Owner

SERVICES

- Domestic & Asian Vehicle Repairs
- Preventative Maintenance
- Brake Repair & Service
- Transmission Service
- Oil Changes
- Wheel Alignments
- Custom Exhaust Systems
- Suspension Modifications

HOURS

Mon – Fri: 8am – 5:30pm

CREDIT CARDS

Discover, MasterCard, Visa

GUARANTEES

2-Year/24K-Mile Warranty on Repairs

BRANDS

Federated Auto Parts, Monroe, Tenneco

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2196

ASAP Automotive, Inc. provides a wide range of repair and maintenance services for all types of domestic and Asian vehicles at its Fremont facility. In addition to handling routine work like oil changes, brake repairs and wheel alignments, the company offers a variety of specialized services that are designed to increase the performances of hot rods and racing vehicles, including custom exhaust systems, roll cage installations and suspension modifications.

Owner Ron McLeod credits much of ASAP Automotive’s success to its honest business practices and straightforward approach to communicating with customers. “We’re very upfront with our customers—we always show them what needs to be replaced, and we’ll let them know if certain repairs can be put off so they can budget accordingly,” he says. “They know they can trust us to take care of their cars, and they really appreciate that.”

ASAP Automotive’s experienced technicians are trained to use industry-best repair techniques, which Mr. McLeod says is important for ensuring high levels of quality. “Our technicians have a proven track record of professionalism, and they’re proof of our commitment to quality and customer satisfaction. They know how to diagnose and fix problems so our customers can get back on the road as quickly as possible.”

COMPANY PHILOSOPHY

“We focus on providing fast, efficient, detail-oriented service for every vehicle that comes to our shop. We’re passionate about the quality of our work, and we strive to make the auto repair process as comfortable as possible for each customer.”

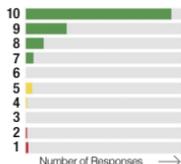
EXCERPTED SURVEY RESPONSES

“They’re very honest, they do good quality work and they keep me informed while doing the repairs.”—Anna F.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **175** random customer surveys since September 2014

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 217856
- ✓ Current Complaint File
- ✓ Business Practices

Fremont Foreign Auto repairs foreign cars of almost every make and model for Alameda County drivers, including major German, Swedish and Japanese brands. It also occasionally works on domestic and exotic cars. The company's services range from factory-recommended maintenance and engine overhauls to air conditioning repair and brake examinations.

Owner Eduardo Porta has been working on cars since he was 13 years old, and he founded Fremont Foreign Auto to turn his lifelong passion into a career. Mr. Porta sees his company's commitment to all-purpose automotive service as the main reason for its success. "The quality of our labor is first-rate," he says. "I tell my mechanics to take their time and do jobs right, because I want to keep my customers happy and service their cars correctly."

Fremont Foreign Auto's workshop is equipped with the latest technology, and the company's technicians are trained to stay up-to-date with new developments in the auto repair industry. "We also provide photos of our work and save the parts we remove," adds Mr. Porta. "That way, our customers can understand what was done to their cars and why."

COMPANY PHILOSOPHY

"We take pride in having courteous, professional employees who treat this business as if it were their own. No matter who customers deal with, they receive the same quality of service. We reward our employees for jobs well done, and that benefits our customers as well."

EXCERPTED SURVEY RESPONSES

"I've never been happier with a mechanic in my life. The service, prices, convenience—everything is great."—Eddie B.

"Eduardo is honest and skilled—a real straight shooter. I've been a satisfied customer for years."—Doug A.

FREMONT FOREIGN AUTO

(510) 394-4979

38623 Fremont Blvd, Ste 110
Fremont, CA 94536



A look at Fremont Foreign Auto's facility

WEBSITE

www.fremontforeignauto.com

EMAIL

fremontforeign@yahoo.com

MANAGER

Luiz Eduardo Porta, Owner

SERVICES

Major & Minor Repairs
Most Foreign Models
Some Domestic Models
Factory-Scheduled Maintenance

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

2-Year/24K-Mile Warranty on Parts & Labor

EMPLOYEES

10

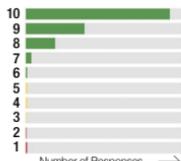
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/757



DIAMOND CERTIFIED RATINGS DASHBOARD based on **350** random customer surveys since October 2005

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 234600
- ✓ Current Complaint File
- ✓ Business Practices

DUBLIN CAR TEK

(925) 335-6938

**6008 Dougherty Road
Dublin, CA 94568**



Dublin Car Tek is located at 6008 Dougherty Road in Dublin.

WEBSITE

www.dublincartek.com

EMAIL

tjcartek@aol.com

MANAGER

Tim Johnson, Owner

SERVICES

Air Conditioning, Brakes, STAR Smog Checks & Repairs, Transmissions, Tune-ups, Tires, Batteries, Radiators, Factory-Recommended Service, Heavy Duty Fleet Services, Suspension Work, "Check Engine" Light Diagnosis

HOURS

Mon – Fri: 8am – 6pm
Sat: 8am – 4pm

CERTIFICATION/TRAINING

Licensed Smog Technicians
ASE Master Automobile Technician
ASE Advanced Level Specialist

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/12

Dublin Car Tek is a Dublin-based general repair shop that works on foreign and domestic vehicles for Alameda and Contra Costa County motorists. The company's services range from oil changes and engine and transmission repairs to tune-ups, smog inspections, and brake and tire replacements. It also provides repair and maintenance services for heavy duty truck fleets and RVs.

Owner and longtime Bay Area resident Tim Johnson has more than 30 years of experience owning and operating automotive repair shops. Mr. Johnson considers Dublin Car Tek a family business and thinks of his customers as part of that family. "Many of our clients are long-time, second-generation customers who depend on us for all their automotive needs," he says.

Dublin Car Tek uses factory-designated equipment to accurately diagnose and repair customers' vehicles. All its mechanics are ASE Certified and undergo continuous training to keep updated on industry advancements, and Mr. Johnson is both an ASE Master Technician and a licensed Smog Technician.

COMPANY PHILOSOPHY

"We take an old-fashioned approach to dealing with customers—we're honest, fair, and we take the time to listen to their concerns. We're in this business to serve their automotive needs, and that process begins with excellent customer service. Anybody can perform good repairs, but we strive to be a truly great company by standing behind our work, quickly remediating any problems, and offering incomparable service that makes our customers want to return again and again."

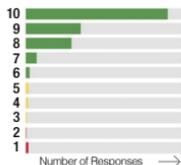
EXCERPTED SURVEY RESPONSES

"I had a better experience at Dublin Car Tek than I've had anywhere else I've taken my car."
—Linda C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **490** random customer surveys since February 2002

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



HELPFUL EXPERTISE®



COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 177039
- ✓ Current Complaint File
- ✓ Business Practices

OLSEN'S AUTOMOTIVE REPAIR

(925) 386-6937

6411 Brisa Street
Livermore, CA 94550



Cynthia Waitley-Tinkham and Lyde Waitley at Olsen's Automotive Repair's Livermore facility

WEBSITE

www.olsensautomotive.com

EMAIL

info@olsensautomotive.com

MANAGER

Lyde Waitley, Owner
Cynthia Waitley-Tinkham, Owner

SERVICES

Domestic	Foreign
Maintenance	Rental Car Service
Shuttle Service	

HOURS

Mon – Thu:	7:30am – 5:30pm
Fri:	7:30am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/27

Olsen's Automotive Repair provides general maintenance and repair services for Alameda and Contra Costa County drivers. The Livermore-based shop specializes in American and Japanese cars (with an emphasis on Toyotas) and handles everything from oil changes and regular maintenance work to brake, timing belt and clutch replacements. Olsen's also sells most brands of tires.

Since taking over sole ownership of Olsen's Automotive Repair in 1993, Lyde Waitley has worked hard to maintain the company's reputation as a first-rate repair shop committed to offering the highest levels of service, workmanship and trustworthiness. Mr. Waitley has more than 40 years of experience in the automotive industry, and he's joined by his daughter and business partner, Cynthia Waitley-Tinkham, who is the office manager.

COMPANY PHILOSOPHY

"Our customers are very important to us, and we work hard to make them realize how much we care. They appreciate that we're family-owned and operated, and they know they'll always be dealing with an owner or family member whose goal is to keep them happy. Our meticulous approach to auto repair guarantees each of our clients receives the same outstanding service."

EXCERPTED SURVEY RESPONSES

"They're reliable, reasonable in price and easy to work with. They're happy to consult about problems before they work."—Pat M.

"They are very dependable, they know what they are doing and they have very qualified mechanics."—Kathy C.

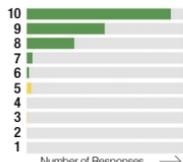
"They get right to work and keep you updated while they have your car."—Barbara C.

"They have quality, honest service."—John K.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **500** random customer surveys since March 2002

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 200855
- ✓ Current Complaint File
- ✓ Business Practices

BERKELEY MOTOR WORKS

(510) 992-4004

736 San Pablo Avenue
Albany, CA 94706



Mike Schwarzbart is owner of Berkeley Motor Works.

WEBSITE

www.berkeleymotor.com

EMAIL

mike@berkeleymotor.com

MANAGER

Mike Schwarzbart, Owner

SERVICES

Mechanical & Electrical Repairs; BMW, Mercedes-Benz, Mini Cooper & Porsche Vehicles; Brake Work; Engine & Transmission Repairs; Tune-Ups & Oil Changes

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

CERTIFICATION/TRAINING

Bosch Authorized Service Center, Alameda County Bay Area Green Business, Technical Training, BMW Chassis Dynamics III (WORLDPCAC)

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2223

Berkeley Motor Works provides a complete range of mechanical and electrical repair services for BMWs, Mercedes-Benzes, Mini Coopers, and Porsches at its Albany facility. The company has the training and equipment to handle everything from routine tune-ups and oil changes to comprehensive engine and transmission repairs, and it offers appointment scheduling through its website for the convenience of its customers.

Owner Mike Schwarzbart says Berkeley Motor Works’ customer-oriented approach to auto repair has been a crucial aspect of its long-term success. “We focus on doing the job right and treating each customer with respect, and that type of attitude brings about good feelings for everyone involved. We take care of our customers and maintain positive relationships that are built on mutual trust.”

Berkeley Motor Works utilizes state-of-the-art diagnostic equipment to identify and treat problems that are specific to BMW, Mercedes-Benz, Mini Cooper, and Porsche vehicles, which Mr. Schwarzbart says is one of the company’s most distinguishing attributes. “We’re known for helping our customers figure out what’s wrong with their cars. From ‘check engine’ lights to suspension system problems, we can handle it all.”

COMPANY PHILOSOPHY

“Our goal is simple: provide quality, personalized services that help our customers get back on the road as quickly as possible. We never try to talk them into costly repairs that they don’t need, and we do our best to complete their repairs in the most efficient, cost-effective ways.”

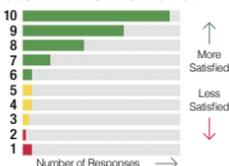
EXCERPTED SURVEY RESPONSES

“They inspired confidence and explained everything thoroughly regarding the work they performed.”
–Greg O.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **125** random customer surveys since December 2014

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers’ Compensation
- ✓ Liability Insurance
- ✓ State License No. 212986
- ✓ Current Complaint File
- ✓ Business Practices

Big O Tires – Pleasanton provides a complete range of tire and wheel services for all types of vehicles at its Pleasanton facility. In addition to selling, repairing and replacing tires made by industry leaders like Michelin, BF Goodrich, and Goodyear, the family-owned and operated company offers manufacturer-recommended service.

Owner Josh Cherry says Big O Tires – Pleasanton has been able to maintain a loyal clientele base for more than 30 years because it provides its services in a low-pressure environment that makes customers feel comfortable. “Our philosophy is different from other tire stores—we consider our customers friends, so we guide them toward making the best decisions for their specific situations. We always prioritize our customers’ needs over our own.”

As a locally owned franchise of a nationwide industry leader, Big O Tires – Pleasanton is able to offer numerous warranties and services that are designed to maximize convenience for its customers, including 24/7 roadside assistance and a nationwide repair warranty that’s redeemable at 1,200 locations throughout the United States. “These comprehensive and affordable warranty protections are important for ensuring our customers’ satisfaction,” says Mr. Cherry.

COMPANY PHILOSOPHY

“We truly care about our customers, so we work closely with them to determine which products and services will improve the overall performance of their cars. Our honest approach ensures they’re informed throughout the process and never have to pay for work they don’t need.”

EXCERPTED SURVEY RESPONSES

“They are friendly and helpful, they take their work seriously, and they listen to suggestions. We’ve used them for 16 years.”—Mark V.

BIG O TIRES – PLEASANTON

(925) 201-6396

3688 Washington St, Ste A
Pleasanton, CA 94566

Serving Alameda and
Contra Costa Counties



WEBSITE

www.bigotires.com/Location/CA/Pleasanton/94566/005024

MANAGER

Josh Cherry, Owner

SERVICES

Tires & Rims
Alignments & Suspension
Mechanical Work
Brakes
Tune-Ups
Timing Belts, Water Pumps
& Radiators
Oil Changes

HOURS

Mon – Fri: 7:30am – 5:30pm
Sat: 8am – 4pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

16

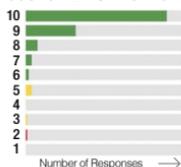
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2173



DIAMOND CERTIFIED RATINGS DASHBOARD based on 150 random customer surveys since June 2014

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 109336
- ✓ Current Complaint File
- ✓ Business Practices

**MARK'S
TRANSMISSION
SERVICE**

(510) 255-4678

**37560 Mission Boulevard
Fremont, CA 94536**



EMAIL

mtrsrepair1@yahoo.com

MANAGER

Mark Garcia, Owner

SERVICES

Repair, Rebuilding, and Exchange of Automatic and Manual Transmissions
Differentials and Transfer Cases
Engine Repair, Rebuilding and Replacement
Automotive Heating and Air Conditioning
Suspensions and Routine Maintenance Brakes

HOURS

Mon – Fri: 8:30am – 5:30pm
Sat: By Appointment

CREDIT CARDS

Discover, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1911

Mark's Transmission Service provides a complete range of transmission services for all types of vehicles at its Fremont facility. In addition to its comprehensive transmission capabilities (which include other drivetrain aspects like differentials and transfer cases), the company offers general auto repair services such as brake and suspension work, air conditioning and heating system repairs, basic tune-ups, engine replacements, and more.

Owner Mark Garcia credits much of Mark's Transmission Service's success to its ability to act as a one-stop shop for all its customers' auto repair needs. "For example, if a customer needs a transmission repair and new brakes at the same time, they don't have to go shop to shop because it's all covered here," he explains. "We take a lot of pride in the variety of ways we can help our customers."

Mark's Transmission Service is also known for its ability to diagnose complicated transmission problems that many shops have difficulty even finding. "In our 30-year history, we've come across problems that others hadn't seen and performed repairs that others hadn't even attempted," says Mr. Garcia. "We're not afraid of tackling problems that seem impossible to fix."

COMPANY PHILOSOPHY

"We take an honest approach to auto repair and treat every customer the way we'd want to be treated in the same situation. Honesty has been a key part of our prosperity—it allows us to build trust with our customers and gives them the confidence to refer us to their friends and family."

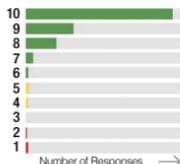
EXCERPTED SURVEY RESPONSES

"They do honest work and don't push unnecessary stuff. Their prices are honest. They give you advice and let you know what your options are. If they find something wrong, they tell you about that also, and they're just helpful and friendly."—Cristina P.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **200** random customer surveys since September 2012

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 219557
- ✓ Current Complaint File
- ✓ Business Practices

Acmе Sunshades Enterprise Inc. designs, manufactures, installs, cleans, repairs, and recovers all types of awnings, sunshades, canopies, and pergolas for residential and commercial clients throughout the Bay Area. The company offers traditional and modern products that are custom designed to meet a wide range of needs, and it also carries specialty products like outdoor furniture covers, tents for special events, custom fabric structures, and more.

President Chih Ling Han says Acme Sunshades Enterprise’s long-standing legacy in its community is one of its most important attributes. “This company was founded in 1922, so we have a lot of history in this area. People come to us and refer us to others because they trust our expertise and know we have what it takes to provide excellent customer service.”

Acme Sunshades Enterprise takes a full-service approach to its customers’ awning projects, from creating drawings and renderings of their products to procuring city permits and handling insurance requirements. “From the moment a customer contacts us until the day their awning is installed, we take care of everything,” affirms Mr. Han. “We have the in-house capabilities to make sure each project progresses quickly and efficiently.”

COMPANY PHILOSOPHY

“We strive to exceed our customers’ expectations on every project, and we’re able to do that by providing them with high-quality products that add protection, beauty, comfort, and style to their properties. Our continuing mission is to uphold our tradition of excellence and stay true to our slogan: ‘Keeping You Cool Since 1922.’”

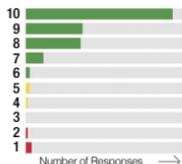
EXCERPTED SURVEY RESPONSES

“They’re very knowledgeable about what will look best for your specific project. They were also very easy to work with.”—H.M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **150** random customer surveys since February 2015

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers’ Compensation
- ✓ Liability Insurance
- ✓ State License No. 499660
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ACME SUNSHADES ENTERPRISE INC.

(510) 992-4017

1548 West Winton Avenue
Hayward, CA 94545



Keeping You Cool Since 1922



Chih Ling Han, President

WEBSITE

www.acmesunshades.com

EMAIL

info@acmesunshades.com

MANAGER

Chih Ling Han, President

SERVICES

Awnings, Sunshades, Canopies, Window Screens, Pergolas, Shade Sails, Roman Shades, Equipment Covers, Outdoor Umbrellas, Special Event Tents, Custom Fabric Structures, Design, Manufacturing, Installation, Cleaning, Repair, Recover, Lighting Effects, Printed or Painted Graphics & Logos

HOURS

Mon – Fri: 8am – 4:30pm
Sat: By Appointment

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2234

THE CONTRACTORS COACH

(510) 319-9710

Serving National and International Clients



Karan Dhillon is owner of The Contractors Coach.

WEBSITE

www.thecontractorscoach.com

EMAIL

karan@thecontractorscoach.com

MANAGER

Karan Dhillon, Owner

SERVICES

- Business Coaching
- Personal Development Programs
- Management Strategies
- Management Consulting
- Executive Coaching

HOURS

Mon – Fri: 9am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

5

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2272

The Contractors Coach provides a variety of business coaching services for residential and commercial contractors throughout the Greater Bay Area. The company’s personal development programs are designed to change the way its clients approach their businesses, help them implement processes that make their operations more efficient and increase their profits while freeing up their time.

The Contractors Coach’s “Success Cycle” program features six steps that help its clients identify their desires and turn them into reality. “We provide a very structured process that guides each business owner from where they are to where they want to be,” says owner Karan Dhillon. “The process can be repeated more than once, and it’s designed to create exceptional growth in a short amount of time.”

Mr. Dhillon says The Contractors Coach’s ability to help its clients get past their mental blocks is one of its most important attributes. “We’ve found that if we help business owners change the way they think about what they’re doing, they’ll change their actions and eventually change their results. There are a lot of business coaches out there, but we set ourselves apart by putting together plans and strategies that are specific for business success.”

COMPANY PHILOSOPHY

“We believe that our clients should be able to enjoy their lives as business owners, so we show them exactly how they can do that. Ultimately, we want to help every client achieve their goals, have the financial security they’re looking for and leave a positive legacy for the next generation.”

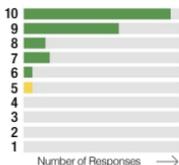
EXCERPTED SURVEY RESPONSES

“He completely turned my business around. I owe a lot of my success to his coaching.”
–Tisza L.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **71** random customer surveys since June 2015

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

We Love Small Jobs Handyman Services-Remodelers & Builders provides a variety of general contracting services for residential and light commercial clients in Alameda, Albany, Berkeley, Emeryville, Oakland, and San Leandro. The company focuses on small projects (less than 600 square feet) and handles everything from carpentry and interior/exterior painting to plumbing and electrical work, which gives customers a single point of contact throughout each phase of the construction process.

Owner Moorice Tarik-El says We Love Small Jobs Handyman Services' full-service capabilities have been crucial for its success. "Since we can handle the design and layout of our clients' projects, we're able to create unique looks and ensure better overall functionality. Our goal is to utilize our in-house expertise and experience to complete each project on time, on budget, and with minimal disruption to the client's life."

We Love Small Jobs Handyman Services is also known for its ability to solve complicated problems that often arise during construction. "If we discover a problem, we find the source and figure out the solution before we present it to the client," explains Mr. Tarik-El. "This type of diligence is important for ensuring the best possible results, and it also lets our clients know that their satisfaction is extremely important to us."

COMPANY PHILOSOPHY

"We treat every client's repair and service as an investment—they use their hard-earned money to invest in our work, so we always make sure they get a good return. Ultimately, we want to increase the values of our clients' homes and keep them happy by offering superior workmanship, outstanding customer service, and competitive pricing."

EXCERPTED SURVEY RESPONSES

"They were very responsive and timely."—Deanna T.

WE LOVE SMALL JOBS HANDYMAN SERVICES - REMODELERS & BUILDERS

(510) 251-2200

Serving Alameda County



WEBSITE

www.welovesmalljobs.com

EMAIL

service@welovesmalljobs.com

MANAGER

Moorice and Cheryl Tarik-El, Owners

SERVICES

Carpentry
Electrical/Plumbing Work
Remodeling & Upgrading
Building Renovation & Rehab
Seasonal Maintenance
Home Assessments & Inspections

HOURS

Mon – Fri: 9am – 5pm
Sat: 9am – 2pm (By Appt)

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

1-Year Warranty on All Labor

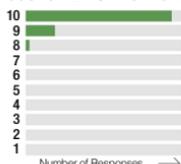
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2024



DIAMOND CERTIFIED RATINGS DASHBOARD based on **49** random customer surveys since May 2013

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 703749
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

**SPRINGTOWN
WELLNESS CENTER
– JAG DHESI, D.C.**

(925) 201-6195

947 Bluebell Dr
Livermore, CA 94551

(925) 201-6313

1081 Market Pl, Ste 100
San Ramon, CA 94583



WEBSITE

www.DrJagDhesi.com

EMAIL

springtownwellnesscenter@gmail.com

MANAGER

Dr. Jag Dhesi, Owner

SERVICES

Chiropractic Wellness, Corrective Exercises, Body Wraps, Nutritional Counseling, Massage Therapy, Customized Weight Loss Programs, Medical & Legal Evaluations for Auto Accidents & Workers' Compensation Claims, Laser-Like Lipo

HOURS

Livermore

Mon, Wed, Thu: 10am – 1pm
3pm – 7pm

Fri: 10am – 12pm

San Ramon

Tue: 2pm – 7pm, By Appt

CERTIFICATION/TRAINING

Qualified Medical Evaluator

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2135

Springtown Wellness Center provides a variety of health and wellness services for all types of patients at two locations in Livermore and San Ramon. In addition to offering treatments that range from chiropractic and massage therapy to lifestyle advice and nutritional counseling, the practice has the training and equipment to perform in-office exercises and detoxifying body wraps, set up customized weight loss programs, and more.

Owner Jag Dhesi, D.C. says Springtown Wellness Center's ability to tailor treatment plans to fit the needs of individual patients enables it to find successful solutions to unique problems. "We don't take a one-size-fits-all approach to wellness; rather, we treat every patient on an individual basis. By employing different combinations of techniques, supplements, equipment and procedures, we're able to alleviate our patients' symptoms and return them to normal health and functionality."

In addition to its in-house treatments, Springtown Wellness Center teaches patients corrective exercises that allow them to continue their treatments independently. As a Qualified Medical Evaluator, Dr. Dhesi is able to perform medical/legal evaluations and treat injuries associated with workers' compensation cases, auto accidents, and more. "I'm also an in-network preferred provider for most insurance companies," he adds.

COMPANY PHILOSOPHY

"We believe in giving each patient the same respect and quality care that we would give our own families. Our unique 'whole person' approach enables us to find the underlying causes of our patients' symptoms and accelerate their recoveries."

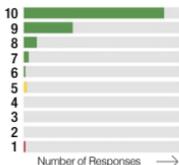
EXCERPTED SURVEY RESPONSES

"Dr. Dhesi is very friendly, down to earth, and he tells you how it is. They helped me out a lot."—Rick D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **131** random customer surveys since February 2014

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 3637
- ✓ State License No. 27413
- ✓ Current Complaint File
- ✓ Business Practices

Paradigm Concrete & Construction, Inc. offers a variety of concrete and masonry services to residential and commercial clients in Alameda, Contra Costa, Marin, and San Francisco Counties. In addition to installing and replacing concrete sidewalks, patios and driveways, the company holds a C-8 specialty license that allows it to work with materials such as exposed aggregate, slate, tile and brick. It can also provide integral or surface colors and finishes, including broom, sponge, sand, natural wash, stamp and overlay.

Owner Jose Salazar says many years of experience have prepared him and his employees to help clients handle site preparation problems. "Our comprehensive project management skills help our teams diagnose issues and recommend solutions. For instance, we can often identify potential drainage or structural problems at a project site, such as surface water and natural water channels."

Paradigm Concrete & Construction is also a member of the San Francisco Chapter of the National Association of the Remodeling Industry (NARI), an independent association that sets industry standards for conduct, integrity and workmanship.

COMPANY PHILOSOPHY

"We involve ourselves with every aspect of every project, and we touch base with our customers each day to keep them updated and make sure the work is being done to their satisfaction. After a job is finished, we always follow up and get feedback to see how we can improve. Ensuring our customers' satisfaction and striving to improve our service is all part of our business paradigm."

EXCERPTED SURVEY RESPONSES

"The quality of their work was great and they matched the product in my backyard very well."
 –Gloria F.

**PARADIGM
 CONCRETE &
 CONSTRUCTION, INC.**

(510) 771-7994

Serving Alameda,
 Contra Costa, Marin and
 San Francisco Counties

PARADIGM

WEBSITE

www.paradigmconcrete.com

EMAIL

paracons@gmail.com

MANAGER

Jose Salazar, Officer

SERVICES

- Concrete Rock
- Brick & Stone Patios
- Pools Decks
- Driveways
- Foundations & Structural Concrete
- Residential, Commercial & Municipal

HOURS

Mon – Fri: 8am – 5pm
 Other: By Appointment

CREDIT CARDS

Amex, MasterCard, Visa

GUARANTEES

1 Year on Labor

CERTIFICATION/TRAINING

EPA Lead Renovator Initial Training
 (Per 40 CFR Part 745.225)
 - Russell D. Calhoun

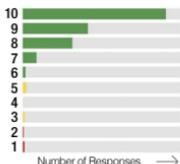
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1214



DIAMOND CERTIFIED RATINGS DASHBOARD based on **308** random customer surveys since January 2008

CUSTOMER SATISFACTION



↑ More Satisfied
 ↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

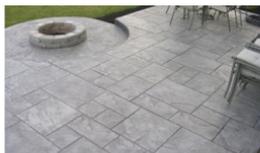
COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 877222
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

KODIAK CONSTRUCTION

(510) 244-2230

Serving the San Francisco Bay Area and Sacramento



A recent residential project by Kodiak Construction

WEBSITE

www.1kodiakconstruction.com

EMAIL

kodiakcons@gmail.com

MANAGER

David Figueroa, Owner

SERVICES

Decorative Concrete
Patios, Walkways & Driveways
Foundations
Retaining Walls
Pavers

HOURS

Mon – Fri: 8am – 6pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

15

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2319

Kodiak Construction provides a wide range of concrete installation and repair services for residential and commercial clients throughout the San Francisco Bay Area and Sacramento. In addition to handling every step of its customers’ patio, walkway and driveway projects, the company has the in-house capabilities to build retaining walls, perform foundation work and more.

Estimator Michael Figueroa says that although Kodiak Construction has undergone considerable growth during its two decades in business, it continues to embrace the values and principles that have defined it since the beginning. “My father, David Figueroa, started Kodiak Construction more than 20 years ago, and even though we’ve grown in size since then, we’ve kept our humble attitude. With every project, we adhere to the fundamentals of doing high-quality work and making our customers happy.”

Kodiak Construction also has the training and equipment to install decorative concrete, which Mr. Figueroa says brings an element of artistry to the company’s capabilities. “These days, there are almost unlimited colors and patterns to choose from for decorative concrete. By the time we’re finished with an installation, it looks more like a work of art than a driveway or patio.”

COMPANY PHILOSOPHY

“We truly believe our clients are always right, so we do whatever it takes to make sure they’re satisfied with our work. We always keep them updated throughout their projects so they know what to expect, and we never leave a job until it’s 100 percent complete.”

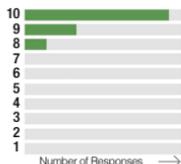
EXCERPTED SURVEY RESPONSES

“I am a general contractor and he does all of my concrete work. He devotes himself entirely to the project until it’s finished.”—Tim D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 80 random customer surveys since January 2016

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

Number of Responses →

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 708098
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

HOME HEALING RENOVATIONS, INC.

(510) 456-0986



Jason Johnson, Owner

Home Healing Renovations, Inc. is a Berkeley-based Design + Build remodeling company that serves residential homeowners throughout the East Bay. The company provides complete renovation services that include concept ideas, budget allocating, design and construction. Home Healing Renovations specializes in kitchen and bathroom remodeling, whole home renovations, and additions.

In addition to Home Healing Renovations' traditional construction capabilities, owner Jason Johnson is a Certified Green Building Professional, which enables him to take a sustainable approach on every job. Mr. Johnson says this versatility allows the company to find solutions to all types of construction problems. "Finding the right way to meet a customer's goals while remaining within their budget and schedule is almost an art form. Ultimately, we strive to utilize our wide-ranging skills to create environments of beauty, balance and harmony."

For Home Healing Renovations, the key to achieving and maintaining high levels of customer satisfaction is simple: work closely with its clients to successfully turn their construction ideas into reality. "We believe that in order to make our customers happy, it's crucial to be attentive and learn what they actually want," says Mr. Johnson. "Furthermore, every aspect of every project, from the written estimate to the onsite performance, should reflect a genuine commitment to helping the client end up with the project of their dreams."

COMPANY PHILOSOPHY

"We're committed to providing excellence throughout every step of every project. Whether we're building a new home or restoring a damaged one, we want our clients to be happy with the results of our work for many years to come."

EXCERPTED SURVEY RESPONSES

"They are very reliable and honest."—Michael H.

WEBSITE

www.homehealingrenovations.com

EMAIL

Info.homehealingrenovations@gmail.com

MANAGER

Jason Johnson, Owner

SERVICES

General Contracting, Design+Build Remodeling, Green Building and Energy-Efficient Design, Whole House Renovation, Custom Carpentry, Kitchen and Bathroom Remodeling, Additions and Decks, Structural Repairs, Seismic Retrofitting

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, MasterCard, Visa

CERTIFICATION/TRAINING

Certified Green Building Professional (Build It Green)

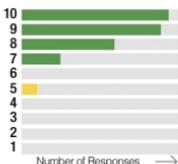
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2095



DIAMOND CERTIFIED RATINGS DASHBOARD based on **56** random customer surveys since December 2013

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 935206
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

SUPERIOR BUILDERS & REMODELERS

(510) 854-6937

Serving Oakland, Alameda, Piedmont, Albany, Berkeley, San Leandro, El Cerrito, Lafayette and Orinda



WEBSITE

www.SuperiorBayBuilders.com

EMAIL

david@SuperiorBayBuilders.com

SERVICES

Kitchen and Bathroom Remodels
Additions
Full Design Capabilities
Structural Repair Work
Garages
Decks

HOURS

Mon – Fri: 9am – 6pm

GUARANTEES

1-Year Warranty on Workmanship

EMPLOYEES

8

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/7

Superior Builders & Remodelers has been building and remodeling East Bay homes since 1947. The company offers a full range of general contracting services, including kitchen and bathroom remodeling, room additions, structural repairs, retrofitting, basement and garage conversions, garage building and remodeling, wood decks, concrete and tile work, staircases, and leak repairs. Superior’s in-house capabilities allow it to work with its clients’ architects or provide complete design/construction drawings while obtaining all necessary permits.

A second-generation building firm, Superior Builders & Remodelers is comprised of a small, efficient team of tight-knit professionals who are well-known in their community. Owner David Lorber has been with the company for 36 years and brings four decades of industry experience to the table.

Superior Builders & Remodelers takes pride in doing quality work and giving its customers the best possible service. “To us, customer satisfaction is just as important as the quality of our products and our work,” confirms Mr. Lorber. “We can use the best materials and finest craftsmen in the world, but if our customers aren’t happy, our job isn’t done.”

COMPANY PHILOSOPHY

“We always put the needs of our customers first and deliver jobs that they’ll enjoy for years to come. We look forward to working with each customer to fulfill their vision for high-quality work while remaining within their budget.”

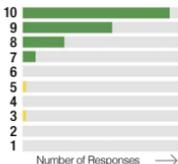
EXCERPTED SURVEY RESPONSES

“I’ve used them twice and my family has used them since I was a kid, so I guess I grew up with them. I think the quality of their work is outstanding.”—Sophie W.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **93** random customer surveys since February 2002

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 724629
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CEF CONTRACTORS INC.

(510) 842-7990

Serving Alameda and Contra Costa Counties



A recent construction project by CEF Contractors

CEF Contractors Inc. provides home reconstruction, additions, remodeling, and structural repair services (including seismic retrofitting) for clients in Alameda and Contra Costa Counties. The company's remodeling work extends to kitchens, bathrooms, decks, porches, garages, whole houses and more. "We prefer remodels that involve significant additions or alterations to the existing structure," says owner Curt Ferson.

Mr. Ferson says he was originally drawn to the construction trade because of its creative and physical elements. He's personally involved with every job and stresses the importance of constant client communication. "We always keep our customers updated on the progress of their projects," he confirms. "That way, it's easier to address any questions or concerns they may have."

COMPANY PHILOSOPHY

"We strive to impress our clients with the total scope of our approach. Our work ethic and superior service doesn't stop at construction projects—we enjoy building customer relationships as much as we enjoy building houses. Our reputation and high amount of repeat customers help new clients feel reassured that they've hired a reliable company dedicated to integrity and craftsmanship."

EXCERPTED SURVEY RESPONSES

"He's very methodical and he double-checked his own work with the architects. I think he went above and beyond what most contractors would do."—Carolyn G.

"He was really nice and willing to listen to us and accommodate our ideas."—Georgia R.

"I liked the owner—he was on the jobsite whenever work was being done."—Bill A.

WEBSITE

www.cefcontractors.com

MANAGER

Curt E. Ferson, Owner

SERVICES

- Additions
- Framing
- Remodels
- Planning
- Design
- Detached Structures
- Green Remodels
- Kitchens & Bathrooms
- Structural Repairs

HOURS

Mon – Fri: 8am – 6pm
Sat – Sun: By Appointment

EMPLOYEES

4

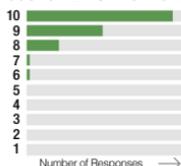
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/601



DIAMOND CERTIFIED RATINGS DASHBOARD based on 92 random customer surveys since January 2005

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 706109
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ROCKRIDGE BUILDERS

(510) 761-6917

Serving the East Bay



WEBSITE

www.rockridgebuilders.com

EMAIL

billhinkamp@rockridgebuilders.com

MANAGER

Bill Hinkamp, Owner

SERVICES

Commercial, Industrial, & Residential
 Design & Construction
 Design & Build Services
 Foundation Replacement
 Remodeling
 Additions
 Improvements
 Retaining Walls
 Drainage Systems

HOURS

Mon – Fri: 8am – 6pm

GUARANTEES

5-Year Warranty on All Work
 1-Year Unconditional Warranty on
 All Installed Fixtures

EMPLOYEES

8

CERTIFICATION/TRAINING

UC Berkeley College of Environmental
 Design

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/166

Rockridge Builders offers a wide range of design, engineering and construction services to residential, commercial and industrial clients throughout the East Bay. The scope of its projects runs from small kitchen and bathroom remodels to new custom homes and businesses. Competitive pricing and a fierce dedication to quality work and service have earned the company a growing base of satisfied customers who are quick to refer others, says owner Bill Hinkamp.

Mr. Hinkamp is a lifelong design/build enthusiast and a graduate of UC Berkeley’s College of Environmental Design. He founded Rockridge Builders in 1976 and says he’s since built a highly regarded reputation among local homeowners, architects, and engineers. “We’ve completed more than 1,000 projects over the years, ranging from commercial tilt-ups to Victorian restorations to custom homes.”

COMPANY PHILOSOPHY

“We believe there are three elements that go into a successful project. First, the project must be built to the highest possible standards. Second, the job must be successful as a value project for us and the client. Third, customers must refer us to their friends and associates in years to come. This won’t happen unless we make it our mission to achieve complete customer satisfaction on each job. We do this by providing superior communication, workmanship and attention to detail.”

EXCERPTED SURVEY RESPONSES

“They seemed to be quite honest and didn’t hesitate to answer any questions.”—Laurie R.

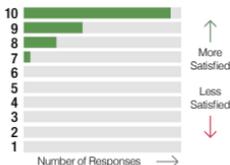
“The work was done quickly and they were nice people.”—Kim R.

“I liked the professionalism and genuine sincerity in doing a good job.”—Bob H.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **75** random customer surveys since September 2002

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 324919
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Green Living Builders LLC is a full-service construction and remodeling company that offers an extensive range of services to its East Bay clients, including kitchen/bathroom remodels, additions, house lifts, decks, seismic upgrades and Accessory Dwelling Units. The company embraces sustainable building practices along with recommending net zero energy savings options.

Principal Rolf Bell is a third-generation Bay Area contractor who was mentored in quality, efficiency and supporting each client's vision. As a member of Berkeley's ADU task force, his contributions are leading to more efficient plan approval and affordability. "We work with clients to make remodeling enjoyable by providing expert advice, creative solutions, on-time results and quality craftsmanship to fulfill their desired lifestyle outcomes," says Mr. Bell. "Our entire team is responsive and helpful in achieving both essential housing repairs and well-executed remodels."

Green Living Builders supports the work of Habitat for Humanity International and regularly leads building teams around the globe. "Everyone deserves shelter, and future generations deserve a healthy, sustainable planet," says Mr. Bell.

COMPANY PHILOSOPHY

"We provide professional, thoughtful, and courteous support for every client and team member. Our primary concern is to make each client's repair or remodeling experience positive."

EXCERPTED SURVEY RESPONSES

"Rolf has a great service. He stuck to the estimate, understood what I wanted and talked with me until we figured it out. He went far beyond my expectations."—Andrea D.

"Rolf is smart and talented. He does what he says he's going to do. It was the single best experience I've ever had with a contractor."—Mark B.

CONTRACTOR - REMODELING & ADDITIONS

GREEN LIVING BUILDERS LLC

(510) 295-9322

Serving the East Bay Area



Principal Rolf Bell is a third-generation contractor.

WEBSITE

www.greenlivingbuilders.com

EMAIL

greenlivingbuilders@gmail.com

MANAGER

Rolf Bell, Principal

SERVICES

Home Repairs
Residential Remodeling & Additions
Bathrooms & Kitchens
Decks
Detached Structures
New Home Purchase Upgrades
Real Estate Sales Preparation
Seismic Upgrades
Termite Repair
Apartment Renovation

HOURS

Mon – Fri: 8am – 6pm
Sat – Sun: By Appointment

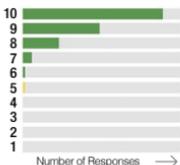
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1611



DIAMOND CERTIFIED RATINGS DASHBOARD based on **118** random customer surveys since January 2010

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 911189
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ADVANCE CONSTRUCTION

(510) 621-3943

Serving the East Bay and San Francisco



Michael Ghanivand, Owner

WEBSITE

www.advance-construction.net

EMAIL

michaelghanivand@sbcglobal.net

MANAGER

Michael Ghanivand, Owner

SERVICES

- | | |
|---------------------|-------------|
| General Remodeling | Tiling |
| Bathroom Repair | Foundations |
| Bathroom Remodeling | Decks |
| Kitchen Remodeling | Windows |
| Doors | Additions |
| Dry Rot Repair | Wiring |

HOURS

Mon – Fri: 8am – 6pm

GUARANTEES

1-Year Warranty on Labor

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1646

Advance Construction implements complete remodeling plans for residential and commercial clients throughout the East Bay and San Francisco. The company builds room additions (including bathrooms and kitchens), foundations and framing; installs drywall, ventilation, bath equipment and fixtures; handles plumbing, tiling and wiring; and fixes household problems like termite damage, dry rot and various cracks. All work is performed in-house, without the use of subcontractors.

Owner Michael Ghanivand says his favorite part of construction is working with his hands and seeing what he creates. A native of Iran, Mr. Ghanivand discovered his passion for construction when his life took an unexpected turn. “I actually have a medical background—I went to medical school at the University of Szeged in Hungary,” he explains. “The Iranian economy wasn’t great, so my parents couldn’t send me enough money to continue my education. I came to the United States, went into construction to pay my living expenses and grew to love it.”

Mr. Ghanivand’s excitement for building and renovation transfers to the relationships he shares with his clients. “I’m honest and I treat them like friends,” he says. “I speak with them frequently and always try to work within their budgets. Mostly, it’s about the communication—I try to understand their desires.”

COMPANY PHILOSOPHY

“We take great pride in what we do, and we approach every project as if we were working on our own homes. We treat our clients the way we’d want to be treated.”

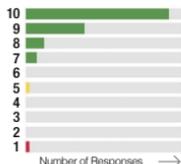
EXCERPTED SURVEY RESPONSES

“They presented the project with options and we were able to make decisions on how to move forward. I appreciated being engaged in that conversation.”—Tom G.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 65 random customer surveys since May 2010

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 767044
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Kyvos Construction Inc. provides a wide range of remodeling services for residential clients throughout the East Bay and North Bay. The company has the training and equipment to remodel everything from kitchens and bathrooms to entire homes, and it's also qualified to build room additions.

President/CEO Nikolaos Margaritis credits much of Kyvos Construction's success to his ability to communicate with clients during every step of their remodeling projects. "I like to talk to my customers about things like materials and schedules because it keeps things as organized as possible," he says. "They know that whenever they call or text me with questions or concerns, I'll be there to answer."

Kyvos Construction takes a detail-oriented approach to each job, regardless of its size, which Mr. Margaritis says is important for ensuring high-quality results. "I draw upon my design experience and European style to bring my clients' ideas to life. Even if they don't know exactly what they want, I'll work closely with them to come up with plans that work for their homes."

COMPANY PHILOSOPHY

"My goal on every project is simple: make the client happy with the quality of my work. In Europe, we say, 'You only need one customer to make a good job,' and I always work with that in mind. Satisfied clients lead to new clients and repeat business, so customer service comes first in everything I do."

EXCERPTED SURVEY RESPONSES

"Nikolaos worked on a house that I wasn't living in and I couldn't be there all the time, so he sent me pictures every day. I really liked that. I was able to see the materials and the progress, and when I called or texted, he responded right away."—Catherine

KYVOS CONSTRUCTION INC.

(510) 394-4929

Serving the East Bay and North Bay



A recent interior remodeling project by Kyvos Construction

EMAIL

kyvosconstruction@gmail.com

MANAGER

Nikolaos Margaritis, President/CEO

SERVICES

Whole House Remodeling
Kitchen & Bathroom Remodeling
Room Additions

HOURS

Mon – Fri: 7am – 7pm
Sat: By Appointment

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

1-Year Warranty on Labor

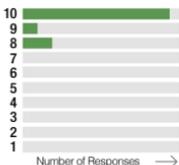
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2517



DIAMOND CERTIFIED RATINGS DASHBOARD based on **13** random customer surveys since January 2019

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ State License No. 1030719
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

GOLDEN STATE GRANITE

(925) 201-6191

1001 Detroit Ave, Ste 9
Concord, CA 94518

Serving the Tri-Valley Area



WEBSITE

www.goldenstategranite.com

EMAIL

jack@goldenstategranite.com

MANAGER

Jack Benning, Owner

SERVICES

Granite & Marble Installations
Kitchen Counters
Bathroom Vanities
Custom Commercial Applications
Outdoor Barbeques

HOURS

Mon – Fri: 8:30am – 3:30pm

CREDIT CARDS

Amex, MasterCard, Visa

GUARANTEES

1-Year Warranty on Workmanship

BRANDS

CaesarStone, Cambria, Silestone,
Vadara

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2131

Golden State Granite provides and installs granite, marble, limestone, and quartz products for residential and commercial clients throughout the Tri-Valley Area. The company combines old-world craftsmanship with state-of-the-art laser cutting, polishing and edging technology to create everything from kitchen counters and bathroom vanities to custom fireplaces and outdoor barbeques.

Owner Jack Benning says Golden State Granite’s customers appreciate its honest, straightforward style of communication. “For example, if a customer wants to use a particular stone, we’ll tell them if there are any disadvantages to that product and make sure they understand exactly what they’re getting. We don’t just try to make sales; rather, we steer our clients toward making decisions that will secure their long-term satisfaction.”

Golden State Granite maintains relationships with leading stone manufacturers such as CaesarStone, Cambria, Vadara and Silestone, which enables it to pass its fabricator discount to clients who choose to purchase materials through the company. “We want every customer to get the most value for their investment,” says Mr. Benning. “Our goal is to make sure each stone product we create provides many years of enjoyment.”

COMPANY PHILOSOPHY

“We treat our clients with respect and work on their homes as if they were our own. By combining top-notch materials, time-earned expertise and superior workmanship, we’re able to enhance our customers’ enjoyment of their homes.”

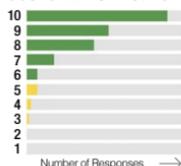
EXCERPTED SURVEY RESPONSES

“Their work is high-quality. It’s important with any person you work with that you communicate what you want and verify that what’s being done is what you want. My work turned out beautifully.”
–Marie M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **164** random customer surveys since February 2014

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers’ Compensation
- ✓ Liability Insurance
- ✓ State License No. 638323
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

William R. Hummer, DDS is a general dentist practicing in San Leandro who offers a wide range of procedures to patients of all ages. The practice recently expanded its office to include seven operatories, and its preventive care plans include cleanings; preventive restorations; and reconstructive, esthetic, cosmetic, and minimally invasive dentistry. Dr. Hummer believes gentleness is the cornerstone of comfortable dental treatment, and he uses state-of-the-art equipment and sterilization procedures to facilitate this approach.

Dr. Hummer's practice also offers cutting-edge cosmetic dentistry technology such as microabrasion (drill-free dentistry), porcelain veneers, Invisalign®, emergency treatment, implants, customized mouth guards, digital x-rays, and examinations. Restorative options include composite, amalgam, and glass ionomer fillings and sealants; crowns include e-max, zirconia, gold, porcelain and porcelain fused to metal; and dentures include full upper/lower stay plates, partials, and mini implant-supported dentures.

Dr. Hummer is joined by Dr. Aileen McCready, Dr. Shawn Gallegos, and an office staff that's dedicated to providing modern, comprehensive dental care in a caring environment. "We enjoy getting to know our patients on a personal level," says Dr. Hummer. "Our dental health plans are designed to fit each person's specific needs to achieve a healthy, long-lasting smile."

COMPANY PHILOSOPHY

"Our goal is to offer the best dentistry possible in a comfortable and friendly atmosphere. When our patients need treatment, we explain options, show and tell with photographs, discuss fees, review and estimate insurance coverage and co-payments, and provide thorough and comprehensive examinations."

EXCERPTED SURVEY RESPONSES

"He's great all across the board."—Chris D.

WILLIAM R. HUMMER, DDS

(510) 351-5711

1239 Harrison Street
San Leandro, CA 94577



Dr. Shawn Gallegos (L) and Dr. William Hummer are dedicated to creating a caring environment for patients.

WEBSITE

www.billhummerdds.com

EMAIL

billhummer@gmail.com

MANAGER

William R. Hummer Jr., DDS

SERVICES

Cosmetic, Preventive and Restorative Dentistry; Drill-Free Dentistry; Nitrous Oxide; Sensational Smile Teeth Whitening; Implant Tooth Replacement, Including Implant-Supported Prosthetics; Orthodontics; Bleaching; Nightguards and Mouthguards; White Fillings; TV/Headphones

HOURS

Mon: 8am – 5pm
Tue – Thu: 7am – 5pm
Fri: 8am – 2pm

CREDIT CARDS

Amex, ATM, Discover, MasterCard, Visa

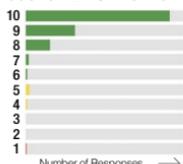
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/58



DIAMOND CERTIFIED RATINGS DASHBOARD based on **310** random customer surveys since April 2002

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 33780, 40376, 47474
- ✓ Current Complaint File
- ✓ Business Practices

DENTIST

LARRY PORTEOUS FAMILY DENTISTRY

(510) 600-3973

665 Parker Avenue
Rodeo, CA 94572

(925) 391-2746

3840 Blackhawk Road, Ste 110
Danville, CA 94506

(707) 840-5591

972-F Admiral Callaghan Lane
Vallejo, CA 94591



WEBSITE

www.larryporteousfamilydentistry.com

MANAGER

Larry Porteous, D.D.S.
Linda Porteous, R.D.H.

SERVICES

General & Cosmetic Dental Procedures,
Gum & Oral Surgery, Veneers, Crowns,
Bridges, Dentures, Partials, Lumineers,
Root Canals, Opalescence Tooth
Whitening System (In-Office &
At-Home), Wisdom Teeth Removal

HOURS

Mon – Thu: 9am – 8pm
Fri: 9am – 7pm
Sat: By Appointment

CREDIT CARDS

Amex, Discover, MasterCard, Visa,
CareCredit - Financing

CERTIFICATION/TRAINING

UC Berkeley Graduate (1975)
Case Western - Reserve Dental
School Graduate (1980)

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/156

Dr. Larry Porteous has been practicing dentistry in the Bay Area for 35 years at three locations in Rodeo, Danville and Vallejo. His practices are dedicated to treating and preventing dental diseases in relaxed, calming atmospheres.

Dr. Porteous graduated from UC Berkeley and then earned his dental degree from Case Western – Reserve Dental School in 1980. He completed a general practice residency at Olive View Medical Center in Van Nuys and received specialized training in oral surgery. Dr. Porteous also obtained additional training in the areas of cosmetic dentistry, root canal therapy and gum surgery. He regularly attends continued education meetings on the advancements in the dental profession.

Larry Porteous Family Dentistry is a true family practice—Dr. Porteous' wife, Linda, is the dental hygienist, and the office welcomes patients of all ages. For more information, Dr. Porteous invites people to visit www.larryporteousfamilydentistry.com.

COMPANY PHILOSOPHY

“Our motto is, ‘Let our family be your family dentist.’ We give each person the same respect, concern and care that we would want to receive as patients. We make it our main priority to put our patients at ease and treat them in a friendly, caring environment. We take the time to explain their dental conditions and clearly outline their options for treatment. We encourage our patients to ask questions because we want them to fully understand and be comfortable with any procedures we recommend.”

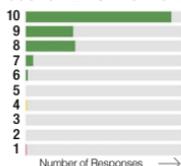
EXCERPTED SURVEY RESPONSES

“I like the personalities of all the employees. They treat you like a personal friend rather than a patient.”—Elisa H.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **380** random customer surveys since August 2002

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 29191
- ✓ Current Complaint File
- ✓ Business Practices

Alfred B. dela Cruz, DDS is a San Ramon dental office that provides patients of all ages with a variety of general dental services, including composite fillings, extractions, dentures, partials, root canals, whitening and cosmetic work. The practice also handles veneers, inlays, onlays (a conservative alternative to crowns) and periodontal therapy, and it uses carefully tailored anesthesia to offer painless oral surgery.

Dr. dela Cruz believes in creating a “dental experience” for each of his patients. He says he prefers to take his time, completely explain his procedures, thoroughly educate his patients and provide several treatment choices.

Alfred B. dela Cruz, DDS utilizes several high-tech dentistry tools, including an inter-oral camera and a DEKA laser for soft tissue management. Dr. dela Cruz also employs technology to maintain his patients’ calm and improve their overall experiences. “I’m especially proud of our electric handpiece,” he says. “It’s powerful yet quiet, unlike the commonly used air-driven variety with its characteristic whine.”

COMPANY PHILOSOPHY

“Our top priority is to give our patients the highest quality dental care and develop long-lasting relationships with them. General dentistry is about forming and growing relationships, and seeing our young patients grow up is our idea of an ideal community practice.”

EXCERPTED SURVEY RESPONSES

“He’s really good. He explains everything and he’s friendly. I trust him.”—Eddie R.

“The doctor was just awesome and the staff was excellent.”—Susan B.

“We like the personalized service and warm, friendly staff. He’s good with kids and very attentive.”—Garret F.

ALFRED B. DELA CRUZ, DDS

(925) 391-2734

111 Deerwood Rd, Ste 110
San Ramon, CA 94583



Dr. Alfred B. dela Cruz specializes in general dentistry.

WEBSITE

www.yoursanramondentist.com

EMAIL

dentistryinsanramon@gmail.com

MANAGER

Dr. Alfred dela Cruz, Owner

SERVICES

General Dentistry	Veneers
Tooth-Colored Fillings	Extractions
Inlays/Onlays	Dentures
Implant Surgery	Partials
Cosmetic Dentistry	Root Canals
Teeth Whitening (ZOOM)	

HOURS

Tue, Thu – Sat:	8am – 5pm
Wed:	9am – 6pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

CERTIFICATION/TRAINING

University of the Pacific Dental School
Invisalign® Certified Provider

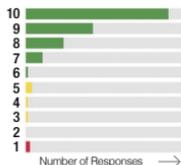
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/440



DIAMOND CERTIFIED RATINGS DASHBOARD based on **134** random customer surveys since June 2004

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 47712
- ✓ Current Complaint File
- ✓ Business Practices

DMV SQ

(888) 461-6998

38003 Mission Blvd, Ste B
Fremont, CA 94536



Certified DMV Services Made Simple & Quick

WEBSITE

www.DMVsq.com

EMAIL

cs@dmvsq.com

MANAGER

Mohammed Ghatala, CEO/President
Faraz Saiyed, COO

SERVICES

DMV Registration Renewals, Replacements of License Plates, Registration, Stickers and Title (aka Pink Slip), Title Transfers (Including Paperless Title Transactions), Out-of-State Registrations and Title Transfers, Revival of Salvage Vehicles, Junk Certificates, VIN Verification, VIN History Reports, DMV Electronic Renewal Notification, Lien Sales Processing and Lien Holder Updates, Issuing Handicap Placards

HOURS

Mon – Fri: 9:30am – 5pm
Sat: 10am – 2pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

\$20,000 Comodo Online Purchase Guarantee
\$1,750,000 Online Aggregate Payment Limit

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2448

DMV SQ helps California vehicle owners renew or replace their registrations, license plates and stickers without visiting the DMV. The company utilizes cutting-edge technology to simplify and expedite the DMV process for its customers, and it also has the capabilities to handle title transfers, duplicate title orders, salvaged vehicle revivals, junk vehicle certificates, and VIN verifications.

COO Faraz Saiyed says DMV SQ’s ability to provide convenience throughout an otherwise inconvenient process has been crucial to its success. “A lot of people come to us because they’re lost about what to do, so it’s a great feeling when we can take care of their DMV needs in just a few minutes. Our on-demand service saves time and money, and we’re also very solution-oriented, so we never send a customer away without helping them with their problem.”

DMV SQ prioritizes communication in every aspect of its work, which Mr. Saiyed says makes clients feel more confident with the process. “Our customer service department is more like a ‘customer happiness’ department. Regardless of the issues our clients are experiencing, they know we’re always available to contact by phone, email or online chat.”

COMPANY PHILOSOPHY

“Our goal is to provide an effective solution for each person who walks into our office. No one wants to waste time dealing with the DMV, so we make sure our customers get what they need quickly and easily. By adhering to our founding principles of speed and reliability, we’re able to ensure their satisfaction.”

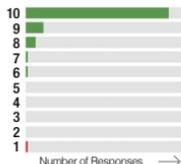
EXCERPTED SURVEY RESPONSES

“They are super quick. What would have taken four hours at the DMV only took 10 minutes there.”—Noel D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 90 random customer surveys since July 2017

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 90656
- ✓ Current Complaint File
- ✓ Business Practices

All Seasons Construction is a general contracting firm that specializes in foundation and drainage work for residential clients in Oakland, Berkeley, and the neighboring communities. In addition to foundation replacement and perimeter drainage/waterproofing, the company handles earthquake retrofitting, retaining walls and concrete work.

President Mark Corrallo, a former trial attorney and businessman, says proper retaining walls, concrete application and drainage systems are critical for keeping homes protected from rainfall, groundwater and runoff. Mr. Corrallo started All Seasons Construction when he noted an overall lack of professionalism in the industry and “decided to do something about it.”

All Seasons Construction’s experienced foremen supervise every job and ensure all work will stand the test of time. Likewise, says Mr. Corrallo, they work hard to build trust and lasting relationships with customers. The company’s workers are all insured employees, not day laborers, and even the most junior laborer has been on the company payroll for at least two years.

COMPANY PHILOSOPHY

“We’ve all heard horror stories about people’s experiences with contracting companies. We want to make sure those stories are never about us. Our goal is to make every customer’s experience a positive one. We want them to be completely happy with our work and so pleased with our company that they’ll call us again and give us a glowing review to others.”

EXCERPTED SURVEY RESPONSES

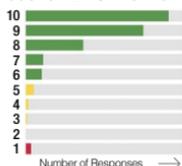
“They followed through, they were prompt and their workers were friendly. They got the job done in a timely manner.”—Diana F.

“We recommended them to our friends. They were prompt and efficient. We are happy.”—Christina H.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **276** random customer surveys since December 2007

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

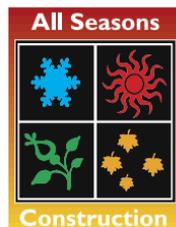
COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 906600
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ALL SEASONS CONSTRUCTION

(510) 652-2221

Serving Oakland, Berkeley and the Neighboring Communities



Two All Seasons Construction technicians work on a foundation project.

WEBSITE

www.allseasons.construction

EMAIL

ascberkeley@gmail.com

MANAGER

Mark L. Corrallo, President

SERVICES

Foundation & Drainage Specialists
Retaining Walls
Concrete & Paving

HOURS

Mon – Fri: 9am – 5pm

EMPLOYEES

14

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1192

JIM GARDNER CONSTRUCTION INC.

(510) 254-5887

Serving Parts of Alameda
County



WEBSITE

www.jimgardnerconstruction.com

EMAIL

jim@jimgardnerconstruction.com

MANAGER

Jim Gardner, Owner

SERVICES

Drainage Systems (French Drains,
Downspouts & Site Drainage)
Structural Repair Work
Foundation Repair & Replacement
Basement Digtouts
Entry Stair & Porch Replacement
& Repair
Earthquake/Seismic Retrofitting
Repairs & Upgrades
Retaining Walls

HOURS

Mon – Fri: 8am – 4pm
Sat: By Appointment

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

1- to 3-Year Warranty on All Work

CERTIFICATION/TRAINING

Certified Graduate Remodeler,
National Association of Home Builders
(Mr. Gardner)

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2503

Jim Gardner Construction Inc. provides structural repair services for residential clients in parts of Alameda County. The family-owned and operated company has the training and equipment to handle everything from drainage system repairs and basement digouts to foundation replacement and seismic retrofitting projects, and its in-house design capabilities allow it to effectively manage each job from start to finish.

Owner Jim Gardner says Jim Gardner Construction's customer-oriented approach to the construction process has been a crucial aspect of its success. "We understand that home improvement projects can be stressful and messy, so we try to make everything as easy as possible for our clients so they feel comfortable about what's happening. By providing good communication and keeping their jobsites well-organized, we can make sure they have positive experiences."

Jim Gardner Construction focuses on educating its clients so they have a better understanding of what their homes need to thrive. "A lot of houses in the Bay Area are quite old, so it's important for us to explain why certain repairs are necessary to ensure structural integrity," says Mr. Gardner. "By interacting with our clients and analyzing their situations, we're able to formulate plans that best suit their needs."

COMPANY PHILOSOPHY

"We believe we have a responsibility to educate our clients and come up with intelligent, well-reasoned solutions to their problems. Our goal is to provide every client with the kind of seamless project that makes the entire process pleasant and enjoyable."

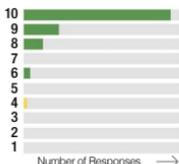
EXCERPTED SURVEY RESPONSES

"They were very efficient, professional, and they worked well with the other contractors. They were on time and they got the job done."—Patricia D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **66** random customer surveys since October 2018

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 444635
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Baltodano's Drywall installs drywall for all types of new construction and remodeling projects in the East Bay, San Francisco, and Marin County. The company has the training and equipment to handle every phase of the drywall process, and it also has special expertise with hand-texturing—an old-world technique that allows its technicians to create custom patterns that add depth and uniqueness to walls.

Owner Luis Baltodano says Baltodano's Drywall's dedication to jobsite cleanliness is one of its most important attributes. "A lot of drywall companies don't even train their technicians to clean up after themselves because it's inherently messy work, but we really emphasize being clean and neat on the jobsite. Our customers appreciate that because it shows we truly care about their homes and businesses."

Baltodano's Drywall offers free consultations so its customers have a chance to discuss their ideas and make sure they'll work for their particular projects. "We like to collaborate with our clients as much as possible so they get exactly what they want for their new walls," says Mr. Baltodano. "Our number one goal is to ensure they're satisfied with the results of our work."

COMPANY PHILOSOPHY

"Our customers' needs always come first, so we treat their homes the way we'd want our own homes to be treated and do whatever it takes to make them happy. We utilize our superior craftsmanship, clear communication, and honest business practices to make the drywall process easy and enjoyable for every client."

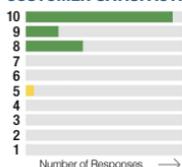
EXCERPTED SURVEY RESPONSES

"They kept a clean workspace, they always answered my calls and they were professional. They were one of the best contractors I used."
—Carlos



DIAMOND CERTIFIED RATINGS DASHBOARD based on **30** random customer surveys since February 2015

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 974765
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

DRYWALL CONTRACTOR

BALTODANO'S DRYWALL

(510) 995-6733

Serving the East Bay,
San Francisco
and Marin County



Luis Baltodano, Owner

WEBSITE

www.baltodanosdrywall.com

EMAIL

luisbaltodano21@att.net

MANAGER

Luis Baltodano, Owner

SERVICES

Drywall Installations
Hand Texturing
New Construction & Remodeling
Projects

HOURS

Mon – Sun: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

12

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2239

BR ELECTRIC**(510) 722-8848**Serving Alameda,
Contra Costa and
Santa Clara Counties**BR Electric**
WHERE THE CUSTOMER COMES FIRSTBrian Ramirez is owner of
BR Electric.**EMAIL**

brectric1@yahoo.com

MANAGER

Brian Ramirez, Owner

SERVICESInterior & Exterior Lighting
Electrical Service & Repair
Panel Upgrades
EV Charging Stations
New Circuits
Wiring Upgrades
Troubleshooting**HOURS**

Mon – Fri: 8am – 5:30pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

10-Year Warranty on All Work

EMPLOYEES

5

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2271

BR Electric provides a wide range of interior and exterior lighting services for residential, commercial, and industrial clients in Alameda, Contra Costa, and Santa Clara Counties. In addition to installing and repairing lighting systems in environments like kitchens and restaurants, the company has the in-house capabilities to perform panel upgrades and electrical repairs, install electric vehicle charging stations and audio/video systems, and more.

Owner Brian Ramirez says BR Electric's detail-oriented approach to lighting and electrical work has been a crucial aspect of its success. "We pay close attention to details because we want to make sure every client gets exactly what they want. It doesn't matter how much they're spending or how big their job is—everyone gets treated with respect and receives the best possible service."

BR Electric makes itself available after hours and on weekends for customers who have lighting or electrical emergencies, which Mr. Ramirez says is important for establishing a loyal clientele base. "Customer service is our top priority, so we make sure we're available to our clients whenever they need us. If we say we're going to get something done, we get it done—it's that simple."

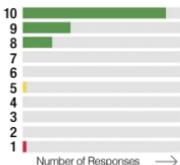
COMPANY PHILOSOPHY

"We strive to complete each project with the highest levels of skill and professionalism, regardless of its size. We genuinely care about our clients and their lighting and electrical needs, so we go the extra mile to make sure they're satisfied with every aspect of our work."

EXCERPTED SURVEY RESPONSES

"I've actually recommended them to one of my friends. They got the job done on time and they knew exactly what they were doing."—Jay T.

"I've been using them for years now. They're my go-to electrical contractor."—A.N.

**DIAMOND CERTIFIED RATINGS DASHBOARD** based on **62** random customer surveys since June 2015**CUSTOMER SATISFACTION**

↑
More Satisfied
↓
Less Satisfied

CUSTOMER LOYALTY

"Would you use this company again?"

HELPFUL EXPERTISE®

"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 905281
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Roberts Electric Company, Inc. (RECO) is a full-service electrical contractor that serves residential, commercial, and industrial clients throughout the East Bay and San Francisco. Family-owned and operated since 1932, the company is unique in the industry in its ability to meet customers' needs in a wide range of environments. RECO's services include lighting, upgrading electrical services, new circuits and outlets of all types, and anything for the home, including remodels, additions and new construction. On the commercial side, it handles circuit, service and distribution installations; tenant improvements; retail buildouts; lighting upgrades; isolated ground surge protection; ballast replacements and more.

RECO works with Lutron HomeWorks and RadioRA products as well as commercial energy management systems. "LED lighting is the future, and options and product quality are changing fast, so we work with lighting designers, specifiers and suppliers to stay up-to-date with the latest products," says President Dan Pitcock. In recognition of its outstanding work, RECO has been named one of the "Top 20 Electrical Contractors in the Bay Area" by the *San Francisco Business Times*.

COMPANY PHILOSOPHY

"We've been able to excel in our industry because we offer consistent professional performance. Our employees recognize that they're being invited into people's homes and businesses, so they're always efficient, neat and organized. Our managers visit jobsites, listen to any questions or concerns a customer might have and follow up when the work is done. We quickly take care of problems because we want our customers to be happy and continue recommending us to others."

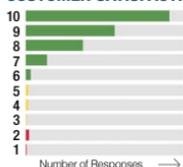
EXCERPTED SURVEY RESPONSES

"They were very professional, fast, and the work was definitely high-quality."—Alberto A.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **399** random customer surveys since February 2002

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 728215
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ROBERTS ELECTRIC COMPANY, INC.

(510) 621-3918
(925) 399-1909

Serving the Entire East Bay Area and San Francisco



WEBSITE

www.robertselectric.com

EMAIL

info@robertselectric.com

MANAGER

Dan Pitcock, President

SERVICES

All Residential, Commercial/Industrial Services, Residential Remodels and Additions, Tenant Improvements and Remodels, Office/Warehouse Buildouts, Distribution/Service Upgrades, Circuits - All Types, Motor Controls, Lighting Upgrades/Lighting Efficiency, Troubleshooting and Maintenance, Telecom/Data, Landscape Lighting, Security Lighting, Lighting Control Systems

HOURS

Office: Mon – Fri: 8am – 4:30pm

Electrician On-Call at All Times

CREDIT CARDS

Amex, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/10

MAINE HOME SERVICES

(925) 231-0744

Serving the Bay Area



WEBSITE

www.maineelectricinc.com

EMAIL

scheduling@maineelectricinc.com

MANAGER

Scott Mamola, Owner

SERVICES

Main Panel & Subpanel Replacement, Recessed Lighting, Outlets, Switches, Breaker Replacement, Whole or Partial Home Rewiring, Dedicated Circuits for Tripping Breakers, Troubleshooting, Toilet Repairs & Replacements, Water Heater Replacements, Drain & Clog Service, Water Purification & Treatment Devices, Water Line & Drain Installations, Gas Repairs & Installations for Home Appliances

HOURS

Mon – Fri: 7am – 4pm
24-Hour Emergency Service

GUARANTEES

100% Satisfaction

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/817

Maine Home Services is a full-service electrical and plumbing contractor that serves residential clients throughout the Bay Area. The company repairs and replaces a wide variety of electrical and plumbing systems in the home.

Maine Home Services delivers a high level of service because it pays special attention to the people who are hired, trained and delivered to each client's home. Owner Scott Mamola believes in personally hiring and processing every employee, and he's proud to guarantee that all are well-qualified and taught to be respectful of clients' homes. "I love working in our customers' homes and helping them take care of their most prized possessions," he says. "Great customer care is a skill that sets us apart from many contractors who tend to over-promise and under-deliver. We designed our business to take care of the client from the beginning to the very end. We're designed to be 'the easiest contractor to do business with,' from the first phone call to the final installations and inspections."

COMPANY PHILOSOPHY

"As proof of our commitment to providing excellent customer service, we promise, in writing, 100 percent satisfaction. We're also straightforward about pricing and always explain the specifics of our services before work begins, which eliminates surprises and makes the repair process as streamlined as possible."

EXCERPTED SURVEY RESPONSES

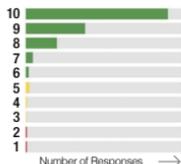
"They were very responsive. They showed up when they said they would and did the job right the first time. They were also very clean and personable."—Andy F.

"The guys were very fun and great to have around doing the work. They did the work perfectly."—Barbara N.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **426** random customer surveys since February 2006

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 830250
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

European Hardwood Floors installs a variety of flooring products for residential clients in Alameda, Contra Costa, Sonoma, Marin and Napa Counties. The company has the training and equipment to install everything from hardwood flooring and carpet to vinyl composition and luxury vinyl tile, and it also utilizes its sanding, staining, and finishing capabilities to restore old or damaged floors.

Owner Bojan Milosevic says one of European Hardwood Floors' most important attributes is its ability to communicate with its clients throughout every step of their flooring projects. "We're very clear about the details of our work, from what we do with walls and baseboards to how we clean up. Unplanned things can happen during the flooring process, but by keeping our customers informed, we're able to effectively resolve their issues."

European Hardwood Floors provides each job with the hands-on expertise of Mr. Milosevic himself, which he says allows the company to ensure high levels of quality control. "I'm fully involved in every project, from the paperwork and estimates to the actual installation work. My clients really appreciate working with a business owner who cares about their satisfaction."

COMPANY PHILOSOPHY

"Our customers are the reason we're able to grow our company, so we make sure they're happy with our services and get exactly what they're looking for. Our goal is to provide a superior flooring experience for each client, and we accomplish that by applying our extensive expertise and quality materials to achieve the look they desire."

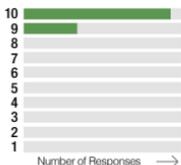
EXCERPTED SURVEY RESPONSES

"The customer service was excellent. They are the most knowledgeable about the products and installation."—Renee K.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **15** random customer surveys since December 2017

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 973918
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

EUROPEAN HARDWOOD FLOORS

(925) 238-9236

Serving Alameda, Contra Costa, Sonoma, Marin and Napa Counties



European Hardwood Floors refinished this hardwood floor and added new hardwood as well.

EMAIL

European.Hardwood.Floor@gmail.com

MANAGER

Bojan Milosevic, Owner

SERVICES

Hardwood Flooring Installation
Carpet
Vinyl Composition Tile (VCT)
& Luxury Vinyl Tile (LVT)
Sanding, Staining & Finishing
Old Floor Restoration

HOURS

Mon – Sat: 8am – 5pm

CREDIT CARDS

Amex, Discover, Visa

GUARANTEES

Installation Warranty on Flooring
(Excludes Moisture-Related Issues)

EMPLOYEES

13

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2480

SILMAR FLOORING

(925) 727-3651

3950 Valley Avenue, Suite C
Pleasanton, CA 94566



• Residential • Commercial •



(L to R) Christopher Silva, Eileen Silva and David Silva

WEBSITE

www.silmarflooring.com

EMAIL

dsilva@silmarflooring.com

MANAGER

David M. Silva, President

SERVICES

Installation & Sales	Carpet
Hardwood	Laminate
Commercial & Residential	Vinyl

HOURS

Mon – Fri:	11am – 5:30pm
Sat:	By Appointment Only

CREDIT CARDS

MasterCard Visa

GUARANTEES

Lifetime Warranty on Installations

CERTIFICATION/TRAINING

Milliken Certified Installer
The Mohawk Group Master Craftsman
Lauzon Certified
Durkan Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1722

Silmar Flooring provides and installs hardwood, carpet, vinyl and laminate flooring for residential, commercial, industrial and hospitality clients throughout the Greater Bay Area. The family-owned and operated company carries products from several top flooring manufacturers in its Pleasanton showroom, including Armstrong, Mohawk, Mannington, Shaw, Lauzon and Royalty. Its sales and installation capabilities allow it to handle customers' flooring projects from beginning to end.

With 40-plus years of experience, Silmar Flooring is able to pass on its extensive knowledge of flooring materials and installation solutions to its clients. The company's employees help each customer navigate through numerous products and select the best materials for color, design and style that will enhance the beauty of their home. "My staff and I always provide our residential customers with free estimates and lifetime installation warranties," says President David M. Silva, a second-generation flooring professional who established the company in 1971 with his father. "We offer personalized service, answer their flooring questions and solve specific flooring problems, which is something one can't get from a 'big box' store."

COMPANY PHILOSOPHY

"Our motto sums up our business approach: 'Quality assured in every step.' Our customers are very important to us, so we go out of our way to take care of their needs and ensure their satisfaction. From our installers to our sales staff, we strive for excellence in everything we do."

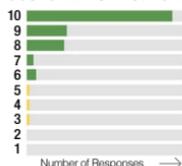
EXCERPTED SURVEY RESPONSES

"I've been dealing with them for 30 years. I like the personal service that you get and the quality as well."—Leo G.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **185** random customer surveys since February 2011

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



HELPFUL EXPERTISE®



COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 349969
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Carpeteria offers a wide variety of carpet; area rugs; and hardwood, laminate, porcelain, luxury tile, and natural stone flooring products at four locations in San Leandro, Dublin, Los Altos and Campbell. Established in 1973, the family-owned and operated company provides flooring installation services for residential and commercial clients throughout the Greater Bay Area, and its showrooms are open seven days a week for its customers' convenience.

President Sam Gulesserian says Carpeteria's dedication to customer service for 46 years has allowed it to build and maintain a loyal clientele base. "Whether our clients need help choosing products or want us to install new flooring in their homes, we treat them like family. They really appreciate the fact that we can handle the entire flooring process, from material selection to delivery and installation."

Carpeteria maintains two warehouses in the Bay Area that keep thousands of flooring products in stock, which means they're immediately available for installation or carry-out. "We strive to make it as convenient as possible for our customers to get the floors they want," says Mr. Gulesserian. "They know we have the products and knowledge to take care of anything they need."

COMPANY PHILOSOPHY

"We want every customer to have a positive experience, so we take the time to determine their needs and show them options that perfectly fit their lifestyle and budget. We utilize our decades of experience to guide our customers in the right direction and make sure they're completely satisfied with their decisions."

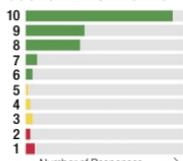
EXCERPTED SURVEY RESPONSES

"The quality of the material was good and the workmanship was very professional. Overall, they were good. I would recommend them."—Mia T.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **135** random customer surveys since January 2016

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 397779
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CARPETERIA

(510) 431-2589

1933 Davis St, Ste 102
San Leandro, CA 94577

(925) 350-6442

7123 Amador Plaza Rd
Dublin, CA 94568

(650) 469-3939

4916 El Camino Real, Ste 160
Los Altos, CA 94022

(408) 643-0668

415 E Hamilton Ave
Campbell, CA 95008

Carpeteria
Flooring Centers

CARPET • LAMINATE • CERAMIC • HARDWOOD • RUGS

WEBSITE

www.carpeteria.com

EMAIL

info@carpeteria.com

MANAGER

Sam Gulesserian, President

SERVICES

Residential & Commercial Floor Sales
& Installation

HOURS

Mon – Fri: 9am – 7pm

Sat: 9am – 6pm

Sun: 10am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa
Financing Available via Synchrony
Bank, Terms Vary

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2313

ENGINEERED SOIL REPAIRS, INC.

(510) 397-9950

Serving the San Francisco Bay Area and Northern California



WEBSITE

www.esrweb.com

EMAIL

customerservices@esrweb.com

MANAGER

Bill Gibson, Steve O'Connor, Mark Wilhite and Morgan Anderson, Owners

SERVICES

- Foundation Repairs
- Retaining Walls
- Landslide Repairs
- Seawalls
- Creek Bank Stabilization
- Drainage and Earthquake Retrofitting

HOURS

Mon – Fri: 8:30am – 5pm

EMPLOYEES

80

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/38

Engineered Soil Repairs, Inc. is a design/build construction company that provides solutions to soil-related problems, including landslide and creek bed repair; foundation underpinning, replacement and reinforcement; re-leveling; retaining walls; and drainage systems. Its clients include homeowners, property managers, attorneys, architects, and other engineers and contractors throughout most of Northern California.

Founded in 1992 by current owners Steve O'Connor, Bill Gibson, Mark Wilhite and Morgan Anderson, Engineered Soil Repairs has a complete staff of engineers that enables it to provide in-house engineering on all projects. This inclusive design/build approach allows clients to work with only one entity, which can significantly accelerate project time. The company can also prepare bids based on plans designed by others, and it'll work with outside design professionals to develop cost-effective repairs.

Engineered Soil Repairs has completed more than 3,000 projects since its inception, ranging in cost from \$1,500 to \$7 million. It has a ready fleet of trucks and large equipment, including pickups, dump trucks, excavators, loaders, dozers and compactors.

COMPANY PHILOSOPHY

“Client satisfaction is our highest priority. Over the years, we’ve grown to where the majority of our current work is from previous client referrals. Therefore, it’s incredibly important that all our clients remain satisfied, from the start of a project to the finish. Our office and field staff are dedicated to providing the highest quality work on every project.”

EXCERPTED SURVEY RESPONSES

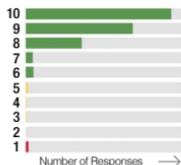
“They’re wonderful to work with and they know what they’re doing. They’re honest and their prices are more than fair.”—T. P.

“The service was excellent; they are very professional and cooperative.”—Cathy E.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **471** random customer surveys since March 2002

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 668184
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

All Seasons Construction is a general contracting firm that specializes in foundation and drainage work for residential clients in Oakland, Berkeley, and the neighboring communities. In addition to foundation replacement and perimeter drainage/waterproofing, the company handles earthquake retrofitting, retaining walls and concrete work.

President Mark Corrallo, a former trial attorney and businessman, says proper retaining walls, concrete application and drainage systems are critical for keeping homes protected from rainfall, groundwater and runoff. Mr. Corrallo started All Seasons Construction when he noted an overall lack of professionalism in the industry and “decided to do something about it.”

All Seasons Construction’s experienced foremen supervise every job and ensure all work will stand the test of time. Likewise, says Mr. Corrallo, they work hard to build trust and lasting relationships with customers. The company’s workers are all insured employees, not day laborers, and even the most junior laborer has been on the company payroll for at least two years.

COMPANY PHILOSOPHY

“We’ve all heard horror stories about people’s experiences with contracting companies. We want to make sure those stories are never about us. Our goal is to make every customer’s experience a positive one. We want them to be completely happy with our work and so pleased with our company that they’ll call us again and give us a glowing review to others.”

EXCERPTED SURVEY RESPONSES

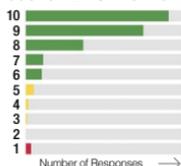
“They followed through, they were prompt and their workers were friendly. They got the job done in a timely manner.”—Diana F.

“We recommended them to our friends. They were prompt and efficient. We are happy.”—Christina H.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **276** random customer surveys since December 2007

CUSTOMER SATISFACTION



↑
More Satisfied
↓
Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 906600
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ALL SEASONS CONSTRUCTION

(510) 652-2221

Serving Oakland, Berkeley and the Neighboring Communities



Two All Seasons Construction technicians work on a foundation project.

WEBSITE

www.allseasons.construction

EMAIL

ascberkeley@gmail.com

MANAGER

Mark L. Corrallo, President

SERVICES

Foundation & Drainage Specialists
Retaining Walls
Concrete & Paving

HOURS

Mon – Fri: 9am – 5pm

EMPLOYEES

14

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1192

ALAMEDA STRUCTURAL, INC.

(510) 371-5956

Serving the San Francisco Bay Area



President George Walton with his wife, Rebecca

WEBSITE

www.alamedastructural.com

EMAIL

info@alamedastructural.com

MANAGER

George C. Walton, President

SERVICES

- Foundation Repair & Replacement
- Engineered Structural Repair
- Seismic Retrofitting
- Water Management
- Soft Story Retrofits
- Basements

HOURS

Mon – Fri: 7:30am – 5pm

GUARANTEES

3-Year Warranty

EMPLOYEES

20

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1210

Alameda Structural, Inc. provides foundation, structural, and seismic retrofitting services for residential and light commercial clients throughout the Bay Area. The company works on 110 to 130 projects each year, and every job features an onsite team leader that manages the entire process from start to finish.

Experience and professionalism are important to Alameda Structural. Owner George Walton has been involved in the construction trade since age 11 and has worked in the foundation industry since 1984. Alameda Structural’s team members have an average of 12 years’ experience with the firm, and new employees start at the bottom and work their way to becoming project managers, learning every aspect of the company’s operations in the process.

For the convenience of its clients, Alameda Structural works year-round and doesn’t require retainers, down payments or deposits. For most jobs, no money is owed until the project is finished. For larger jobs, installment payments can be made as work is completed. Mr. Walton invites potential customers to visit the company’s website, www.alamedastructural.com, to view extensive references and photo galleries.

COMPANY PHILOSOPHY

“We listen to our clients and adjust our operations based on their experiences. At the end of every job, we ask for customer feedback. We want to know what we did well and what we need to work on. If clients are happy, we’ve done our job and will enjoy the related success. If they’re not happy, we’ll adjust our practices to fix any problems.”

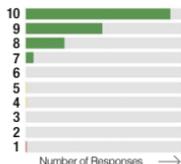
EXCERPTED SURVEY RESPONSES

“They did what they said they would do for the price they said they would do it. They started and finished on time and included a couple of extra things.”—Nancy S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **349** random customer surveys since December 2007

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 606483
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Montclair Construction & Structural, Inc. provides a full range of construction services for residential and commercial clients in Northern Alameda and Southern Contra Costa Counties. In addition to handling its customers' new construction and remodeling projects, the company has special expertise with structural work such as foundation repair, structural upgrades and seismic retrofits.

President Carlo Khatchi says Montclair Construction & Structural's clients benefit from its three-plus decades of industry experience. "Many foundation contractors have to redo prior jobs for their clients, but we've yet to have a single foundation fail after 30-plus years in business. If a customer calls with an issue related to our workmanship, we'll go back and fix it at no cost, even if it was years ago and beyond the limits of the warranty."

Montclair Construction & Structural employs Green building practices whenever possible, paying heed to aspects like sustainability, water conservation and energy efficiency. "We really believe in the benefits of Green building, so we try to spread the word as much as possible," says Mr. Khatchi. "Ultimately, we want our clients to have homes and workplaces that are more durable and energy-efficient for their families and co-workers."

COMPANY PHILOSOPHY

"We've spent years building a reputation for providing outstanding quality, and everything we do is geared toward maintaining that reputation. We utilize our years of experience, skilled tradesmen, and dedication to customer satisfaction to provide services that home and property owners can fully depend on."

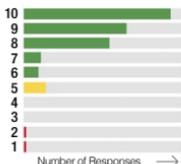
EXCERPTED SURVEY RESPONSES

"They're very reliable, very trustworthy, and they got the job done quickly."—Renee C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **161** random customer surveys since November 2013

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 679442
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

MONTCLAIR CONSTRUCTION & STRUCTURAL, INC.

(510) 250-2727



WEBSITE

www.montclairconstruction.com

EMAIL

reception@montclairconstruction.com

MANAGER

Carlo & Raffaella Khatchi, Owners

SERVICES

Foundation Repair
Seismic Retrofits
New Construction & Remodeling
Structural Upgrades
Leak Detection & Repair
Retaining Walls

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

1-Year Warranty on Labor
Manufacturers' Warranties on Materials

CERTIFICATION/TRAINING

Helical Pier Systems Certified Installer

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2092

WILLOW CREEK CONSTRUCTION

(510) 394-5988

Serving the Bay Area



Blaine Munsch, Owner

WEBSITE

www.willowcreekconstruction.net

EMAIL

willowcreekconstruction@comcast.net

MANAGER

Blaine Munsch, Owner

SERVICES

Framing
Foundations
Siding

HOURS

Mon – Fri: 6am – 5pm
Sat: 9am – 3pm

BRANDS

Simpson, Ashby Lumber, Perennial
Wood, HD Supply White Cap, Central
Concrete, Right Away Redy Mix

EMPLOYEES

4

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2334

Willow Creek Construction provides a complete range of framing and foundation services for residential and commercial clients throughout the Bay Area. In addition to handling the structural work for its customers' construction projects, the family-owned and operated company has the training and equipment to install features like hillside foundations, blind wall framing, and cedar siding.

Owner Blaine Munsch says Willow Creek Construction's artistic approach to framing work is one of its most important attributes. "We do a lot of work that involves old-style craftsmanship—things like cut-and-stack roofs and spiral staircases, which have almost become lost arts. We take a lot of pride in our ability to tackle these kinds of unique, detail-oriented projects."

Mr. Munsch says Willow Creek Construction's clients appreciate the company's ability to clearly communicate with them throughout each step of their projects. "With framing work, people often have difficulty visualizing what the end product will look like, so we describe things in detail to give them a better picture of what they're going to get. By explaining our work in relatable terms, we're able to guide our clients through the construction process from start to finish."

COMPANY PHILOSOPHY

"We utilize our years of contracting experience and meticulous attention to detail to ensure exceptional workmanship on every project. Regardless of what our clients need, we're committed to providing them with home renovation and repair services that leave them completely satisfied."

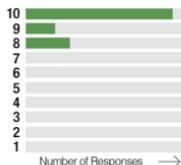
EXCERPTED SURVEY RESPONSES

"Blaine is the most knowledgeable, hardworking and professional person I've ever dealt with. He's extremely easy to get along with."—Justin



DIAMOND CERTIFIED RATINGS DASHBOARD based on **15** random customer surveys since February 2016

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 807969
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Precision Door Services of the Bay Area installs and repairs all types of garage doors for residential clients throughout Alameda County and the surrounding areas. Precision offers same-day repair service, guarantees each call will be answered by a live person 24/7, and is open seven days a week and on holidays. The local, family-owned and operated company also offers a large selection of garage doors for sale, including carriage house and custom wood styles.

“Our clients have the peace of mind of knowing more than 1,000 repeat clients choose us every year to repair or install their garage doors because of the quality of service they received the first time!” say owners Amie and Pat Prendergast. “Since 1999, our customers have known we’ll be able to help them quickly, which makes a real difference when it comes to having a broken garage door fixed. Our technicians can usually fix a door on the first visit.”

Precision Door Services’ experienced technicians are trained and backed by a national franchise before they’re sent into the field. “Our technicians have the knowledge and skill to repair almost any type of garage door operating system in the market,” says Mr. Prendergast. “Our associates receive ongoing training for how to provide superior customer service in addition to all their technical training.”

COMPANY PHILOSOPHY

“Every customer and their situation are unique, so we work with them using our knowledge from having installed and repaired more than 20,000 garage doors to find their best solution. Our work is guaranteed because we use the highest quality parts and our technicians are professionally trained. Our customers often say in surveys that we are the most professional Garage Door company in the business.”

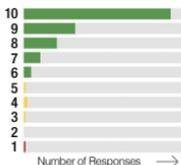
EXCERPTED SURVEY RESPONSES

“I have recommended them several times. They are on time and they don’t try to upsell you.”—Gwen M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **144** random customer surveys since February 2015

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 993539
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

PRECISION DOOR SERVICES OF THE BAY AREA

(510) 344-7033

Serving Alameda County and the Surrounding Areas



WEBSITE

www.precisiondooreastbay.com
www.precisiondoorsanjose.com
www.precisiondoorsanfrancisco.com

EMAIL

patpremise14@gmail.com

MANAGER

Amie & Patrick Prendergast, Owners

SERVICES

Residential Garage Door Installation & Repair
Garage Door Sales
Garage Door Opener Installation & Repair
Night & Weekend Service
Safety Inspections

HOURS

24/7

CREDIT CARDS

Amex, MasterCard, Visa

EMPLOYEES

18

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2235

A RELIABLE HANDYMAN

(510) 200-0450

Serving Hercules
to San Leandro



Owner Gifford Teeple is a veteran of the home repair industry.

WEBSITE

www.handymanberkeley.com

EMAIL

ReliableGT@gmail.com

MANAGER

Gifford Teeple, Owner

SERVICES

Minor Carpentry,
Electrical and Plumbing
IKEA Assembly
Drywall Repair
Fence Repair
Door, Window and Lock Repair
Tub and Sink Re-Caulking
Roof Patching
Small Custom Jobs

HOURS

Mon – Fri: 8am – 5pm

GUARANTEES

Satisfaction Guaranteed

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/579

A Reliable Handyman provides a variety of home repair services for a clientele base that stretches from Hercules to San Leandro. The company fixes light switches and faucets, hangs doors, repairs floors, replaces locks and windows, plasters and paints, handles minor carpentry work, and much more.

Owner Gifford Teeple originally entered the handyman trade after working in Illinois as a property manager. He says he enjoys helping people and the physical nature of home repair work, and he feels that any job worth doing is worth doing right. “I do high-quality work and pay attention to details. I’m very thorough and I leave jobsites as clean as I find them.”

Mr. Teeple says he takes pride in communicating honestly with his clients and always keeps them updated on project developments as work progresses. “Some jobs are too large, so repairs are limited to what I can complete by myself, but I always tell my customers beforehand what I can and can’t do.”

COMPANY PHILOSOPHY

“Simply put, I strive to provide the repairs each customer wants. I might give some advice, but my basic approach is to understand my customers’ desires and do everything I can to achieve them.”

EXCERPTED SURVEY RESPONSES

“He did what he said he was going to do and at a fair price. Also, he was very thorough.”—Bill B.

“I like that he got to work on time and was efficient at doing the job.”—Sally L.

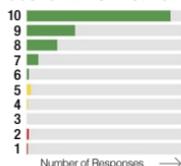
“He stayed around until the job was done. He did the job the way the customer wanted it done.”—Mark R.

“I like his attention to detail; he takes his time and does a good job.”—John S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **233** random customer surveys since January 2005

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Liability Insurance
- Unlicensed
(No license required for jobs < \$500)
- ✓ Current Complaint File
- ✓ Business Practices

Jones Floor Designs refinishes, installs and repairs all types of hardwood flooring for residential clients throughout Alameda and Contra Costa Counties. The company has the training and experience to work on everything from baseboards and moldings to stair treads and custom floors, and it utilizes a dust containment system that ensures each jobsite is 95 percent dust-free throughout the refinishing process.

Owner Gary Jones credits much of Jones Floor Designs' success to his hands-on approach to working on floors. "I'm right there onsite doing all the work, so if something goes wrong or the client has questions, I can immediately handle the situation," he explains. "By focusing on providing high-quality service and communication, I'm able to meet my customers' expectations."

Jones Floor Designs follows the guidelines of the National Wood Flooring Association (NWFA) on every project, which Mr. Jones says is important for maintaining a consistent level of quality. "With flooring work, if you follow the correct procedures, you're going to get better results, and the NWFA's procedures are the best in the industry. From drying times to staining techniques, everything I do is designed to ensure my clients get products they can enjoy for many years."

COMPANY PHILOSOPHY

"Accountability is very important to me—I want my customers to know that I stand by my work and will do whatever it takes to make sure they're satisfied. I listen to their needs and communicate with them every step of the way to ensure they have positive experiences."

EXCERPTED SURVEY RESPONSES

"I liked Gary's commitment to restoration as opposed to replacement. I think he did a great job."—Michelle B.

HARDWOOD FLOORS REFINISHING

JONES FLOOR DESIGNS

(925) 452-6623

Serving Alameda and Contra Costa Counties



Gary Jones, Owner

WEBSITE

www.jonesfloordesignsca.com

EMAIL

jonesfloordesigns@yahoo.com

MANAGER

Gary Jones, Owner

SERVICES

Hardwood Floor Refinishing
Hardwood Floor Installation
Flooring Repair

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

BRANDS

Bona Traffic

CERTIFICATION/TRAINING

NWFA Certified Sand & Finisher

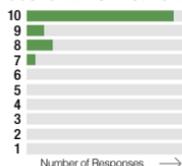
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2400



DIAMOND CERTIFIED RATINGS DASHBOARD based on 23 random customer surveys since November 2016

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ State License No. 970045
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

BERKELEY HEARING CENTER

(510) 398-0699

2118 Shattuck Avenue
Berkeley, CA 94704-1209



Jonathan Lipschutz,
M.S., F-AAA

WEBSITE

www.berkeleyhearing.com

EMAIL

berkeleyhearing@gmail.com

MANAGER

Jonathan Lipschutz, M.S., F-AAA

SERVICES

Hearing Aid Sales
Service, Dispensing & Repair
Diagnostic Hearing Evaluations
Audiologic Rehabilitation
Hearing Conservation – Custom
Hearing Protections
Communication Counseling

HOURS

Mon – Fri: 9:30am – 4:30pm
(By Appointment)

CREDIT CARDS

MasterCard Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2221

Berkeley Hearing Center provides a wide range of hearing health care services for all types of patients. In addition to performing comprehensive hearing evaluations and fitting patients with the most advanced products available to meet their specific needs, the practice offers numerous services that are designed to help people acclimate to their new hearing aids and assistive devices, including communication counseling and audiological rehabilitation. Parking validation is available for patients who use the Center Street Garage or the Allston Way Garage.

Owner Jonathan Lipschutz, M.S., F-AAA says Berkeley Hearing Center's patient-centered approach to hearing health care has been the most important aspect of its success. "Our commitment to putting our patients' needs first, coupled with our excellent communication skills, allows us to determine each patient's specific issues and customize our care in order to solve them."

Berkeley Hearing Center has the in-house capabilities to repair most makes and models of hearing devices, and it can coordinate with manufacturers' laboratories if more extensive services are required. "We have decades of experience working with hearing aids, so we know what it takes to make sure they're performing optimally for our patients," says Mr. Lipschutz.

COMPANY PHILOSOPHY

"We treat our patients as we would want to be treated: respectfully, honestly and with their best interests at heart. Our goal is to make sure their communication abilities are the best they can be, and we're able to accomplish that by providing each patient with expert, individualized care and the most advanced technology on the market."

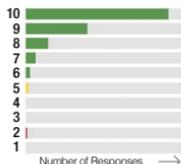
EXCERPTED SURVEY RESPONSES

"I like the service that I got there; it was very professional. I was treated with respect and did not have a long wait."—David G.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **175** random customer surveys since December 2014

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. AU-1771
- ✓ Current Complaint File
- ✓ Business Practices

Center For Better Hearing Aids is an El Cerrito-based hearing health care provider that sells, repairs, and maintains a wide range of hearing instruments and related equipment. By offering sensitive consultation services and cutting-edge hearing technology, the company strives to improve the quality of life for its patients and their families.

Center For Better Hearing Aids believes in educating its patients—it uses a video otoscopy process that allows them to see their ear damage firsthand, and it provides extensive information after every appointment. The company can repair and maintain most makes and models of hearing devices, and it offers a 60-day, 100 percent refundable trial period for all recommended hearing products.

COMPANY PHILOSOPHY

“We carefully evaluate the needs of our patients and recommend the best products and services to meet their hearing needs. We provide each of them with a caring, responsive consultation with licensed hearing health care providers. By actively pursuing the latest advancements in hearing care, we’re able to better serve our patients and help them achieve the maximum benefits of their hearing aids.”

EXCERPTED SURVEY RESPONSES

“I just like Greg’s attitude and dedication.”—Bob G.

“He explains everything and makes you feel comfortable. He understands your problem, answers questions, listens and is very professional.”—Christina G.

“He’s very thorough. He spent a lot of time answering my questions and did good follow-up.”—Olga K.

“They’re courteous and knowledgeable.”
—Hirose N.

CENTER FOR BETTER HEARING AIDS

(510) 371-5913

190 El Cerrito Plaza
El Cerrito, CA 94530



Center For Better Hearing Aids' staff

WEBSITE

www.centerhearingaids.com

EMAIL

greg@centerhearingaids.com

MANAGER

Gregory Free, President

SERVICES

Free Evaluation, Consultations, Video Otoscopy, Device Sales, Repairs, Maintenance Industry Updates, Seminars, Spanish & Mandarin Spoken

HOURS

Mon – Sat: 9am – 5:30pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa
18-Month No Interest Plan Offered
(Longer Plans Also Available)

BRANDS

GN ReSound	Oticon
Phonak	Rexton
Siemens	Starkey/NU-EAR
Unitron	Widex

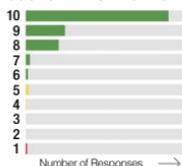
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/403



DIAMOND CERTIFIED RATINGS DASHBOARD based on **323** random customer surveys since April 2004

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. HA-3689
- ✓ Current Complaint File
- ✓ Business Practices

TEMPERATURE PERFECTION, INC.

(510) 200-8950
(925) 385-8967

Serving Alameda
and Contra Costa Counties

**TEMPERATURE
PERFECTION INC**

WEBSITE

www.temperatureperfection.com

MANAGER

Kevin Sollitt, Owner

SERVICES

Air Conditioning and Furnace Replacements
Heating and Cooling Maintenance, Tune-Ups and Repairs
Indoor Air Quality/High-Efficiency Air Filtration
Duct Cleaning
Safety Inspections
Gold, Silver, and Bronze Service and Maintenance Agreements Available

HOURS

Mon – Fri: 8am – 4:30pm
Sat: Emergency Service

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

100% Money-Back Guarantee for 12 Months on Installation
2-Year Warranty on All Service & Repairs

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/302

Temperature Perfection, Inc. installs and repairs heating, ventilating and air conditioning (HVAC) systems; cleans and seals air ducts; and provides HVAC system maintenance for residential clients in Alameda and Contra Costa Counties. The company uses state-of-the-art technology to determine where ductwork needs to be cleaned and check for leaks and cracks that could release carbon monoxide through heat exchangers.

Owner Kevin Sollitt has been in the HVAC industry since 1978. Mr. Sollitt says Temperature Perfection prides itself on its diagnostic skills and ability to effectively communicate with customers. “We don’t just automatically assume we know what the problem is. We listen to our clients and identify evidence of real problems.”

Temperature Perfection prides itself on punctuality and cleanliness. The company requires its technicians and installers (all of whom are background checked and participate in random drug testing) to wear uniforms and shoe covers, use drop cloths to protect floors, and clean up after they’re finished with a job. Temperature Perfection offers a 100 percent satisfaction guarantee on all its work and provides free estimates for installations and replacements.

COMPANY PHILOSOPHY

“We’re honest with our customers, and we strive to always treat them and our employees fairly. If there’s ever a problem with our services, we respond rapidly and do everything we can to remedy the situation. We personally commit to meeting and exceeding our customers’ expectations for excellent HVAC service.”

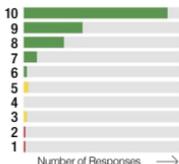
EXCERPTED SURVEY RESPONSES

“We did furnace and air at the same time. They were congenial and helpful.”
–Carl S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **349** random customer surveys since September 2003

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 668615
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Service Champions has been providing heating and air conditioning services in Northern California since 2003. The company covers a vast service area and has offices located in Pleasanton, Livermore, Concord, Rocklin, and San Jose. The services include (but are not limited to) heating and air conditioning installations, tune-ups and repairs, ductwork installation, zoning, water heater replacements, and air filtration installations.

Service Champions prides itself on continuing education for all of the team members. The company's technicians undergo thorough training at Champions University and are background-checked, drug-tested, and EPA certified.

Owner/founder Kevin Comerford and his family have been in the HVAC industry for more than six decades. Service Champions is known for providing clients with optimum comfort and safety in their homes, and that has transcended to its community as well. The company takes pride in giving back to its community through raising awareness for breast cancer, taking a stand for no-kill animal shelters and continuing the funding of research for Type 1 diabetes through JDRF.

COMPANY PHILOSOPHY

"Whether it's providing our clients with great service or growing our teammates to be extraordinary, we've always found our passion to be the best we can be. That's why we're focused on giving our clients the most remarkable experience—so much so that they can say to their friends and family, 'Wow!'"

EXCERPTED SURVEY RESPONSES

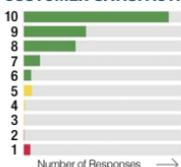
"They were very conscientious and careful—the installer wore slippers so he wouldn't track soot and dirt on our floors."—Brent & Avis C.

"The servicemen were efficient and friendly."
—John C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **775** random customer surveys since June 2004

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 817040
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

HEATING & AIR CONDITIONING

SERVICE CHAMPIONS

(888) 292-8914

Serving the East Bay, South Bay and Sacramento Areas



WEBSITE

www.servicechampions.net

EMAIL

info@servicechampions.net

MANAGER

Kevin Comerford, Owner

SERVICES

- Maintenance Value Program (Members Receive Priority Service)
- Heating and Air Conditioning Tune-Ups
- Heating and Air Conditioning Installations and Replacements
- Ductwork Installation
- Zoning
- Water Heater Replacement
- Air Filtration Installs
- Heating and Air Conditioning Repairs

HOURS

- Mon – Fri: 7am – 8pm
- Sat – Sun: 7am – 7pm
- 24-Hour On-Call Service

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

- 100% Money-Back Guarantee
- Lifetime Warranty on Parts and Labor
- Installation Workmanship Guarantee
- 2-Year Client Trust Guarantee
- 24-Hour Service Guarantee (MVP)

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/437

MOORE MECHANICAL, INC.

(925) 560-1505

Serving Alameda and
Contra Costa Counties

www.mooremechanical.com



HEATING & AIR CONDITIONING
SERVICE...THE WAY IT USED TO BE

WEBSITE

www.mooremechanical.com

EMAIL

nora@mooremechanical.com

MANAGER

Stephen J. Moore, President

SERVICES

Heating and Air Conditioning Service,
Installation, and Maintenance
Duct Repairs, Replacement and
Cleaning

HOURS

Mon – Fri: 7:30am – 5pm
Evenings & Weekends: By Appt.

CREDIT CARDS

Discover, MasterCard, Visa
Up to 3-Year Financing Available

EMPLOYEES

24

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1098

Moore Mechanical, Inc. is one of the few HVAC companies that offer its customers a comprehensive approach to energy efficiency upgrades for their homes or buildings. As a trained and certified building performance contractor, the company can show clients how a “whole house” approach can offer them more choices when it comes to upgrading their comfort systems, including checking insulation levels, air leakage and total energy use. Moore Mechanical is also a PG&E participating contractor and can help guide customers through any possible utility rebate programs.

Established in 1985, Moore Mechanical has grown to be one of the premier HVAC contractors in the Bay Area, enjoying an extremely loyal customer base and benefiting from numerous referrals from existing customers. The company’s employees enjoy the family-run business culture that forces growth and training and emphasizes a customer-focused approach.

COMPANY PHILOSOPHY

“Our goal is to provide our customers with the best comfort solutions to meet their specific needs. We provide service that goes beyond normal HVAC companies, and our customers always tell us they’re impressed with the amount of options we offer. We strive to find solutions to meet each client’s needs while still keeping within their budget.”

EXCERPTED SURVEY RESPONSES

“They performed the job as requested, there were no surprises and the work was good.”

–Bobbie W.

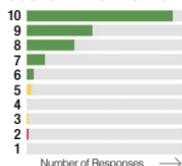
“They were very courteous and polite, especially the owner. They got down to business and got it done right. It was a good experience.”

–Julie V.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **338** random customer surveys since June 2007

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

Number of Responses →

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 785008
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Haddon has been an established name in the HVAC industry for 44 years. Owned and operated by Dave and Kim Haddon, Haddon Heating & Cooling offers top-quality products and services aimed at making home environments more comfortable and enjoyable.

This local company serves the entire Bay Area and specializes in residential heating and air conditioning, ventilation, and filtration products and services, including installation and maintenance programs. The company can repair or upgrade existing equipment or design and install a state-of-the-art system to suit the customer's individual needs. Haddon uses and installs only the highest quality components and is proud to be Northern California's only Rheem Recognized Top Contractor, which means it provides industry-leading technology, quality and warranties.

In addition to measurable savings on energy costs, Haddon's customers may also enjoy a variety of tax credits and manufacturer rebates on qualifying high-efficiency products. Once a system is installed, the professionals at Haddon will keep it performing at its peak with annual inspection and maintenance. Haddon Heating & Cooling even offers programs to reward customers for referring their friends and family.

COMPANY PHILOSOPHY

"Our goal is to deliver the highest quality products and outstanding service. By developing a relationship with each individual customer, making continual adjustments and improvements, and constantly striving to exceed expectations, we work together as a team and a family to maintain our reputation as the industry standard for honesty, integrity, and excellence."

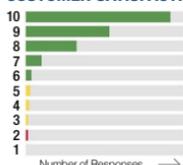
EXCERPTED SURVEY RESPONSES

"They were great. They did a great job. I would rate them a '10' across the board."—Charlotte M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **277** random customer surveys since January 2010

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 855456
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

HADDON HEATING & COOLING

(925) 521-1380

135 Mason Circle, Ste L
Concord, CA 94520

(415) 578-5150

8 Digital Drive, Ste 100
Novato, CA 94949

Haddon

HEATING & COOLING

WEBSITE

www.haddonheatingcooling.com

EMAIL

info@haddonheatingcooling.com

MANAGER

Dave & Kim Haddon, Owners

SERVICES

Residential Heating & Air Conditioning
Ductwork
Repair & Upgrades
Service & Maintenance

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, MasterCard, Visa
Long-Term Financing Offered Through
Various Financial Institutions

GUARANTEES

10-Year Warranty on New Equipment
2-Year Warranty on Labor

BRANDS

Rheem, Lennox

EMPLOYEES

54

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1604

HOMETOWN HEATING & AIR CONDITIONING

(510) 456-0082
(925) 456-4967

Serving Alameda
and Contra Costa Counties



WEBSITE

www.hometownheatingandair.com

EMAIL

info@wchvac.net

MANAGER

Brian Waskow, Owner

SERVICES

Service, Maintenance & Repair of
HVAC Systems
Electrostatic Filtration
Safety Inspections & Energy Audits
Dryer Vent Cleaning
Smoke & Carbon Monoxide Detectors

HOURS

Office

Mon – Fri: 7am – 7pm
Sat: 7:30am – 4:30pm
24-Hour Emergency Service

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

12 Months Money-Back Guarantee
on Workmanship

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2090

Hometown Heating & Air Conditioning installs, repairs, and maintains all types of HVAC systems for residential clients throughout Alameda and Contra Costa Counties. The family-owned and operated company also has the in-house capabilities to clean dryer vents; perform safety inspections and energy audits; and install indoor air quality products such as humidifiers, carbon monoxide detectors, ultraviolet lights, and zoning and programmable thermostats.

Owner Brian Waskow credits much of Hometown Heating & Air Conditioning's success to its community-oriented business approach. "Our goal has always been to invest in our community and contribute to its growth," he affirms. "We're a long-term heating and air conditioning company, so we focus on what's best for our customers and make sure they're getting the services they need."

Hometown Heating & Air Conditioning's technicians are all qualified to operate state-of-the-art equipment and trained in industry-best installation and maintenance practices—two attributes that Mr. Waskow says are crucial for ensuring high-quality work. "I believe we have the best technicians in the industry. Not only do they have the skills to effectively work on all types of HVAC systems, they also have excellent communication skills and understand how important it is to listen to customers."

COMPANY PHILOSOPHY

"We're dedicated to providing the best possible HVAC solutions for our clients' homes. By utilizing our vast amounts of industry experience and listening closely to their needs, we're able to keep their heating and air conditioning equipment running smoothly all year long."

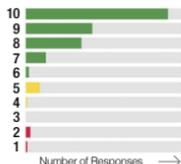
EXCERPTED SURVEY RESPONSES

"Every time they have come, they have been responsive, and they have followed through with any of my thoughts or suggestions."—Mary H.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **200** random customer surveys since November 2013

CUSTOMER SATISFACTION



↑
More Satisfied
↓
Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 1005143
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Hassler provides a wide range of HVAC and home performance services, from maintenance, repairs and complete system replacements to energy efficiency upgrades such as air draft sealing, crawl space moisture treatment systems and insulation installation. Hassler is a participating contractor in PG&E's Energy Upgrade California Advanced Home Upgrade program, which offers homeowners up to \$6,500 rebates for home efficiency improvements. Hassler takes a scientific, "whole house" approach to improve its customers' indoor health, energy efficiency and home comfort.

CFO Tim Hassler says Hassler's ability to act as both a full-service HVAC contractor and a home performance company has been a crucial aspect of its success. "It's rare to find a contractor that handles both sides. Our clients call us and refer us to others because they know we're passionate about helping people optimize their energy efficiency and improve their home comfort and health. We offer the highest value in the industry because we're able to adapt our services to each unique situation."

Hassler's experienced installation and service technicians are continually trained on how to educate clients about their homes. "Many homes in the Bay Area are not as healthy as they should be," says Mr. Hassler. "One common problem is poor attic and crawl space ventilation, which can be easily fixed or mitigated in most cases with proper diagnoses and implementation."

COMPANY PHILOSOPHY

"Our goal is to strive to make an impact on our clients' daily lives by improving their home comfort, energy efficiency and indoor health while helping the State of California meet its energy reduction goals one home at a time."

EXCERPTED SURVEY RESPONSES

"They are well-organized and efficient."—Jeanine S.

HOME ENERGY AUDITOR

HASSLER HEATING & AIR CONDITIONING

(510) 400-5759

Serving Alameda, Contra Costa and Marin Counties



Hassler Heating and Air Conditioning INC.



Tim Hassler is CFO of Hassler Heating & Air Conditioning.

WEBSITE

www.hasslerheating.com

EMAIL

info@hasslerheating.com

MANAGER

Tim Hassler, CFO
Mike Hassler, President

SERVICES

HVAC Installations & Repairs
Home Performance Energy Audits
& Inspections
Energy Upgrade Measures

HOURS

Mon – Fri: 7am – 6pm
Sat: 8am – 5pm

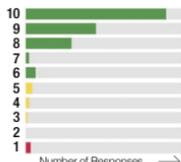
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2141



DIAMOND CERTIFIED RATINGS DASHBOARD based on **175** random customer surveys since March 2014

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 770180
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

AVID HOME THEATER

(877) 258-9841

12893 Alcosta Blvd, Ste I & J
San Ramon, CA 94583

Serving Northern California



WEBSITE

www.avidhometheater.com

EMAIL

admin@avidhometheater.com

MANAGER

Micah Brown, President

SERVICES

Audio Video
Automation Home Theater
Audio/Visual
Residential and Commercial

HOURS

Mon – Fri: 9am – 6pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

1-Year Warranty on Most Equipment
30-Day Advance Replacement for
All Equipment
Automatic Replacement of Any
Component That Fails in the
First 30 Days

CERTIFICATION/TRAINING

Certified Sonos Gold Dealer
Control4 Authorized Platinum Dealer

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1745

Avid Home Theater provides sales and installation of audio/video and automation systems for residential and commercial clients throughout Northern California. The company is a major supplier of several leading electronics brands, including Control4, Sony, Samsung, Sonos, JVC and Yamaha.

President Micah Brown has been working in the audio/video industry in various capacities since the early 1990s. “I began as a hobbyist, designing and building home stereo speaker systems for competition, eventually moving into professional sound and, finally, custom installation,” he remembers. “In 2005, I started Avid Home Theater to bring my experience and knowledge to the audio/video and automation world.”

In order to stay at the forefront of technology, Avid Home Theater’s installation technicians attend regular training seminars on the latest industry products, methods and trends. “We’re passionate about our craft and truly enjoy what we do, so gaining the required knowledge to stay at the cutting edge is something we pride ourselves on,” says Mr. Brown.

COMPANY PHILOSOPHY

“We’re in a complicated industry, so one of our main goals is to always be truthful with our customers about what they’ll experience and how they’ll interact with their systems after they’ve been installed. We take pride in the level of support and accessibility we offer—a customer can reach us any time after their project has been completed and we’ll be immediately responsive to their needs.”

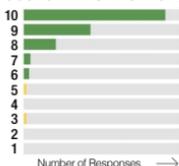
EXCERPTED SURVEY RESPONSES

“He was always willing to do whatever he could to make sure we were satisfied, and he solved any of our problems.”—Jim M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **193** random customer surveys since March 2011

CUSTOMER SATISFACTION



↑
More Satisfied
↓
Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 900355
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Mchale's Environmental Insulation, Inc. is a home energy specialist that installs cellulose, fiberglass, cotton, and radiant barrier insulation for residential and commercial clients throughout the Greater Bay Area. The company specializes in thermally and acoustically controlling building envelopes (attics, walls and floors), but it can also remove old insulation and provide free inspections of existing materials to determine if they're still effective or need to be replaced.

Tom and Shelly McHale established McHale's Environmental Insulation in 1978 to help Bay Area customers decrease their energy bills, reduce unwanted sound, and enjoy more comfortable and quiet living environments. President Daniel Hair took over the business in 2007 and brings more than 30 years of journeyman experience to every project.

McHale's Environmental Insulation can help its customers qualify their homes for available utility rebates and incentives, which make the potential savings gained from the company's services even greater, says Mr. Hair. Financing is also available for customers on qualified projects.

COMPANY PHILOSOPHY

"We treat our customers with respect, and we strive to make them happy by providing quality products that will serve them for the entirety of their homes' life spans. Our goal is to provide courteous, professional service every time—people often tell us they're amazed with the level of service we offer and how quickly we respond to issues when they arise. The most effective advertising is a satisfied customer base, so we do all we can to make their experiences with us as positive as possible."

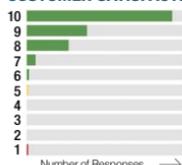
EXCERPTED SURVEY RESPONSES

"There was no mess and they did everything that they said they would do. It was very clean and neat during a messy process."—Paul A.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **356** random customer surveys since July 2006

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 896749
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

MCHALE'S ENVIRONMENTAL INSULATION, INC.

(510) 621-7983



WEBSITE

www.mchaleinsulation.com

EMAIL

mchaleinsulation@yahoo.com

MANAGER

Daniel Hair, President

SERVICES

Energy Assessments by Certified BPI Building Analyst
Insulation: Cellulose, Fiberglass, Wool, Cotton & Radiant Barrier
Vapor Barriers

HOURS

Mon – Fri: 8am – 4:30pm
Other Hours: By Appointment

CREDIT CARDS

MasterCard Visa

GUARANTEES

Limited Lifetime Warranty on Cellulose Insulation

CERTIFICATION/TRAINING

BPI Certified Building Analyst
BPI Certified Energy Auditor

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/920

J. HETTINGER INTERIORS

(925) 350-6448

1499 Danville Blvd, Ste 100
Alamo, CA 94507

Serving Alameda County,
Contra Costa County,
San Francisco and Beyond



WEBSITE

www.jhettinger.com

EMAIL

designers@jhettinger.com

MANAGER

Dorene Gomez, Ron Smith and
Stephanie Patterson, Co-Owners

SERVICES

Interior Design
Space Planning
Furniture, Art & Accessory Specification
Remodeling Material Specification
Kitchen & Bathroom Design
Window Treatment

HOURS

Mon – Fri: 10am – 4pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Manufacturers' Warranties on Products

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2322

J. Hettinger Interiors provides complete and comprehensive residential and commercial design for all San Francisco Bay Area counties and beyond. The company's designers have the experience and resources for all types of projects, from contemporary to traditional.

J. Hettinger Interiors' owners say the company's collective design skills are matched by its passion for good design and sensitivity to each client's needs based on their taste, lifestyle, and budget. "With an accomplished group of designers and assistant staff and our commitment to detail-oriented service, we've been one of the most sought-after firms for more than 35 years."

J. Hettinger Interiors utilizes its long-standing relationships with leading home furnishings manufacturers, local craftsmen and artists to ensure every client receives the best value for their interior design project. The company offers highly competitive pricing, and its direct service allows it to expedite its custom orders without dealing with a "middle man."

COMPANY PHILOSOPHY

"Our goal is to provide our clients with a positive design experience from concept to completion. We oversee every detail, from a single room or renovation to a new home build. We turn each client's vision into reality with original, innovative, timeless design that creates a warm, gracious and inviting environment."

EXCERPTED SURVEY RESPONSES

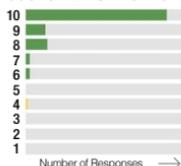
"I thought they were really easy to work with. They were prompt, they had good ideas and they had great follow-up after the work was done."
—Cristina S.

"They're very professional and good at getting the home decorated in a timely manner. It was a marvelous outcome."
—Jim F.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **98** random customer surveys since January 2016

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

Ric's Kitchen & Bath Showroom is a general contracting firm that works on kitchen and bathroom remodeling projects throughout the East Bay and Tri-Valley area. The company's Castro Valley showroom carries products from several leading manufacturers, and its knowledgeable staff helps clients make the best choices for their individual projects.

Owner Ric Plummer has been in the construction industry since 1977. He received his general contractor's license in 1991 and eventually found his niche in kitchen and bathroom remodels. "We guide our customers through the entire remodeling process from start to finish," says Mr. Plummer. "Our goal is to make every project a pleasant experience for everyone involved."

Ric's Kitchen & Bath Showroom uses 20/20, a CAD program that allows clients to see 3D renderings of their kitchen or bathroom remodels before work even begins. The company can facilitate all aspects of a remodeling project, including plumbing, electrical, flooring, tiling and framing. It also offers Green cabinetry and countertop options.

COMPANY PHILOSOPHY

"We aim to provide a no-pressure sales atmosphere while taking care of all our customers' remodeling needs, from start to finish."

EXCERPTED SURVEY RESPONSES

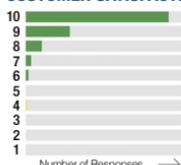
"They kept all of their commitments. They showed up on time and had at least two people working here at all times, five days a week. They had the radio on low. They cleaned up after themselves every day. I couldn't have asked for better communication."—Richard C.

"They were wonderful to deal with and a pleasure to have around the house for five weeks. From the conceptual design to the craftsmanship, everything was superb. They would find tiny imperfections themselves and correct them immediately."—Gino G.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **159** random customer surveys since June 2003

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 602812
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

KITCHEN & BATH CONTRACTOR

RIC'S KITCHEN & BATH SHOWROOM

(510) 371-4954

**3664 Castro Valley Boulevard
Castro Valley, CA 94546**

**Serving Alameda and
Contra Costa Counties**



Ric's Kitchen & Bath Showroom can design entire kitchens.

WEBSITE

www.rics-kitchen-bath.com

EMAIL

ric@rics-kitchen-bath.com

MANAGER

Ric Plummer, Owner

SERVICES

Kitchen & Bathroom Remodeling, Including Custom Cabinetry, Quartz & Granite Countertops, Plumbing, Electrical, Flooring, Painting, Repiping & Design Services

HOURS

Mon – Fri: 9am – 5pm
Sat: 10am – 3pm

CREDIT CARDS

Amex, MasterCard, Visa

GUARANTEES

1-Year Warranty on Workmanship

BRANDS

Crystal, Canyon Creek, Norcraft/Mid Continent Cabinetry

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/274

PACHEACO CONSTRUCTION

(925) 443-2628

Serving Alameda, Contra Costa, San Mateo and Santa Clara Counties



Pacheaco Construction remodels Bay Area kitchens.

WEBSITE

www.pacheacoconstruction.com

EMAIL

mark@pacheacoconstruction.com

MANAGER

Mark Pacheaco, Owner

SERVICES

Architectural Design & Drafting
Complete Interior & Exterior Remodeling
One- & Two-Story Additions
Written Proposals & Contracts

HOURS

Mon – Fri: 7am – 5:30pm
Weekends: By Appointment

BRANDS

Andersen and Simonton Windows and Doors, Halo Lighting

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1496

Pacheaco Construction is a full-service remodeling company that serves residential clients in Alameda, Contra Costa, San Mateo and Santa Clara Counties. The firm’s design/build capabilities allow it to provide a singular point of responsibility for projects that range from kitchen and bathroom remodels to window and door replacements. It also builds room additions (second- and single-story) and offers several ancillary services, including foundation planning and materials analysis.

A childhood fascination with construction was the beginning of a lifelong vocation for owner Mark Pacheaco. After gaining years of experience by working on a broad range of construction projects, Mark established Pacheaco Construction with a goal that remains the same today: to lead a team of experienced, professional tradesmen and offer quality work, competitive pricing, and on-time completion.

Pacheaco Construction strives to balance aesthetics, function and cost on every project. The company takes pride in keeping worksites safe and making houses livable during the remodeling process. “Whether it’s a single room update or a whole house renovation, our commitment to excellence is unyielding,” says Mark.

COMPANY PHILOSOPHY

“We understand that having workers in a home can be inconvenient and bothersome for some people, so we always conduct ourselves courteously and with respect to our clients’ safety and well-being. We arrive on time, stay on schedule and leave the worksite clean when we leave. If there’s anything we can do to make the remodeling experience more pleasant for our clients, we’re happy to comply.”

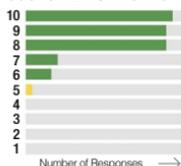
EXCERPTED SURVEY RESPONSES

“They were easy to work with and very punctual. They finished the job early.”—Becki M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **77** random customer surveys since January 2009

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 635806
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Abrew Repair and Construction offers a wide range of building and repair services to residential and commercial clients throughout the Greater Bay Area. The company's residential projects include whole house renovations, kitchen and bathroom remodels, additions, structural work, dry rot removal, and landscaping. Commercial projects range from demolition and ground-up construction to full-phase remodels, renovations and maintenance.

Owner Kevin Abrew is a second-generation owner of Abrew Repair and Construction—his father, Ron, established the company in 1965 and added him as a partner in 1986. Mr. Abrew says he remains committed to the business principles and ethics instilled in him by his father. “We have a long-standing tradition of offering personalized attention to every client and every project. We keep open lines of communication to create the most positive construction experiences possible.”

Abrew Repair and Construction is committed to personalized service, attention to detail, and open communication with customers via regular meetings and updates. The company is proactive and stays current on building trends and techniques through interaction with other professionals and industry associations. The result is “an end product of unquestionable quality that always exceeds our customers’ expectations,” says Mr. Abrew.

COMPANY PHILOSOPHY

“We’re a family-owned business with old-fashioned work ethics, and we want to make each customer feel like they’re part of our family. We accept responsibility for the quality of our materials and workmanship and strive to make the construction process a positive experience for everyone involved.”

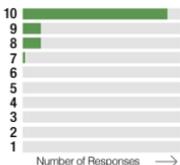
EXCERPTED SURVEY RESPONSES

“They finish on time, they do fabulous work and I think they are the best.”—Anna C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **81** random customer surveys since September 2009

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 536740
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

KITCHEN & BATH CONTRACTOR

ABREW REPAIR AND CONSTRUCTION

(925) 833-0128
(510) 592-4985

6747 Sierra Court, Suite E
Dublin, CA 94568



WEBSITE

www.abrewconstruction.com

EMAIL

info@abrewconstruction.com

MANAGER

Kevin Abrew, Owner

SERVICES

- Additions & Remodels
- Bathroom & Kitchen Remodeling
- Commercial Tenant Improvements
- Dry Rot Repair
- Design Capabilities
- Electrical & Plumbing
- Landscaping
- Interior & Exterior Painting
- Residential/Industrial/Commercial

HOURS

- Mon – Fri: 8am – 5pm
- Sat – Sun: By Appointment
- Evenings: By Appointment

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1566

CANO EIXO CONSTRUCTION

(925) 724-9076

4562 Contractors Place
Livermore, CA 94551



WEBSITE

www.canoeixoinc.com

EMAIL

canoaixo@yahoo.com

MANAGER

Aleixo Chumbeiro, Owner

SERVICES

- Fireplaces
- Granite & Marble Countertops
- Home Additions & Improvements
- Kitchen & Bathroom Remodeling
- Outdoor Living
- Plumbing
- Waterfalls
- Wood & Tile Floors

HOURS

Mon – Fri: 8am – 5pm
Sat – Sun: By Appointment

GUARANTEES

1-Year Guarantee on Labor
Manufacturers' Warranties on
Materials

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1474

Cano Eixo Construction provides a variety of residential remodeling and home improvements services for clients in the East Bay Area and its surrounding counties. The company uses old-world, European construction techniques to remodel kitchens and bathrooms, install indoor and outdoor fireplaces and waterfalls, fabricate and install granite and marble countertops, build home additions, and more.

Owner Aleixo Chumbeiro says he draws equally upon his old-world skills and Portuguese/European heritage to create exceptional indoor and outdoor living spaces. "Working with raw materials is second nature for me, from natural granite and marble to tile and wood. It is a time-honored tradition, and I'm proud to be a part of it."

Cano Eixo Construction believes the quality of any component of a living space is contingent on the strength of its foundation, and it trains its employees to never take shortcuts on workmanship or quality. "We employ professionals who possess unique combinations of skilled craftsmanship, technical knowledge and industry savvy," says Mr. Chumbeiro. "Together, we produce and maintain finished products that are timeless and functional."

COMPANY PHILOSOPHY

"We aim to impress our clients with our detailed, service-oriented approach to our work. We show up on time, keep them updated as their projects progress and finish on schedule. Every job receives the same attention to detail, not matter how large or small. Nothing is more important to us than knowing our clients are thrilled with their new living spaces."

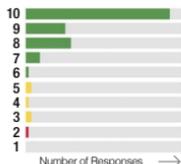
EXCERPTED SURVEY RESPONSES

"They were always on time and they did an excellent job."—Sheryl R.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **93** random customer surveys since December 2008

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 905507
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

East Bay PC Construction remodels kitchens and bathrooms, builds room additions, and provides various residential and commercial remodeling services for clients in the Greater East Bay, San Francisco, and parts of Solano County. The company also has the in-house capabilities to handle special projects like deck building and siding repair, and it offers free estimates for its customers' convenience.

Owner Juan Sandoval says East Bay PC Construction's personalized approach to remodeling has been an integral part of its success. "Our goal is to maintain direct, long-lasting relationships with our clients, so we help them through every step of their projects and go above and beyond to make their remodeling dreams come true. By listening closely to their needs, we're able to give them peace of mind."

East Bay PC Construction prioritizes communication during each phase of its clients' remodels, which Mr. Sandoval says is important for ensuring high-quality results. "We're also very clean on jobsites and we usually finish in a timely manner as specified in our contracts. From beginning to end, we're on top of everything."

COMPANY PHILOSOPHY

"Customer satisfaction is how we keep our business growing, so we focus on meeting the wants and needs of every client and treating their home as if it was our own. We never take on more than we can handle, and we utilize our years of experience to ensure each job gets finished on time and on budget."

EXCERPTED SURVEY RESPONSES

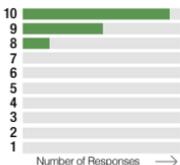
"I always recommend them. They do a really good job for the price and they're honest. I've never had any problems."—Luke S.

"They were reliable, they did the work on time and they helped me figure things out."—Marie D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **19** random customer surveys since September 2017

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 897971
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

KITCHEN & BATH CONTRACTOR

EAST BAY PC CONSTRUCTION

(510) 962-5972

Serving the Greater East Bay,
San Francisco and Parts of
Solano County



East Bay
PC Construction

WEBSITE

www.eastbay-construction.com

EMAIL

eastbaypc07@gmail.com

MANAGER

Juan Sandoval, Owner

SERVICES

Kitchen & Bathroom Remodeling
Additions
Decks & Fences
Whole House Remodels
Home Interior & Exterior Upgrades

HOURS

Mon – Fri: 8am – 5pm
Sat: By Appointment Only

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

2-Year Warranty on All Work

EMPLOYEES

3

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2465

KERRI LANDSCAPE SERVICES

(510) 371-5940

Serving Alameda and Contra Costa Counties

KERRI

LANDSCAPE SERVICES

"THE ULTIMATE IN CUSTOMER SATISFACTION"

WEBSITE

www.kerrilandscapes.com

EMAIL

rich@kerrilandscapes.com

MANAGER

Rich Kerri, CLT
Debbie Kerri, Office Manager

SERVICES

Innovative Lighting
Synthetic Turf
Professional Carpentry
Water Features
Outdoor Kitchens & BBQs
Concrete, Brick, Stonework
Full-Service Design & Construction
StoneMakers Dealer

HOURS

Mon – Fri: 6am – 4:30pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1499

Kerri Landscape Services is a landscape design and construction company that serves residential clients throughout Alameda and Contra Costa Counties. The company builds custom outdoor spaces that include decks, water features such as ponds, outdoor kitchens and barbeques, and more. It's also one of only six California contractors to offer "StoneMakers" decorative concrete retaining walls, which are superior to stack block walls but cost roughly the same.

Owner Rich Kerri has been working in the landscaping industry for more than 30 years. He says the experience and skills he's accumulated over that time have given him an excellent understanding of every aspect of landscaping. "My crew members and I use our years of combined knowledge to create beautiful and functional environments."

Kerri Landscape Services uses a "menu" approach when bidding projects—it itemizes every step of the process so clients can place importance on certain phases and customize the finished product. "Every part of a landscaping project, from demolition to irrigation, costs a certain amount of money," says Mr. Kerri. "With the numbers right in front of them, our clients can take charge of the details."

COMPANY PHILOSOPHY

"We stress the importance of absolute customer satisfaction to each of our employees, and they make an extra effort to give our clients an exceptional experience. If there's ever a problem with our work, we'll fix it right away. We base our success on our customers' happiness, and we stay on the job until we've achieved that."

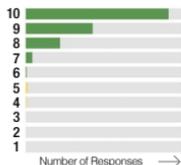
EXCERPTED SURVEY RESPONSES

"They were very professional and they did a great job. They did what they said they were going to do."—Marjorie L.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **311** random customer surveys since January 2009

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 663424
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

HANSEN LANDSCAPE CONTRACTOR

(510) 394-5923
(925) 679-5920

Serving the East Bay
and Tri-Valley Areas



Hansen Landscape Contractor provides landscape installation, design and consultation services (with a specialty in water-wise designs) for residential clients in the East Bay and Tri-Valley Areas. Its team of landscape construction professionals are trained to handle both minor and major projects, from gardening to installing drainage and grading systems. The company also works on sprinkler and lighting systems, handles concrete work (including stamped concrete), builds ponds and waterfalls, prepares soil, and offers general landscape management and maintenance.

Owner Steve Hansen has a lifelong affinity for creating unique outdoor environments, and he says he always strives to implement fresh, creative ideas that result in landscaping projects that perfectly suit his customers' needs, lifestyles and budgets. "I believe a yard should be an extension of a home and the lives of its occupants. It should provide an oasis for family and friends to relax and enjoy quality time together."

Hansen Landscape Contractor has a half-acre outdoor landscape showyard in Castro Valley that displays water-wise entertainment areas, masonry, and deck and hardscape options that include synthetic turf. "Our customers can touch and see everything we offer," says Mr. Hansen. "We'll walk them through our process and help them solidify their project ideas to create truly customized landscapes."

COMPANY PHILOSOPHY

"We pride ourselves on providing consistent customer satisfaction—we deliver on our promises and stand behind our work 100 percent. Our integrity, attention to detail and dedication to customer care have rightly earned us a reputation as 'the ones you can recommend.'"

EXCERPTED SURVEY RESPONSES

"I liked the imaginative plan that they came up with for our plot. We were very happy with them."
—Alvin D.

WEBSITE

www.hansenlandscape.com

EMAIL

hansen.steve@comcast.net

MANAGER

Steve Hansen, Owner

SERVICES

Water-Wise Landscape Consultation
& Design
Landscape Installation

HOURS

Office
Mon – Fri: 9am – 4pm

GUARANTEES

90-Day Warranty on Plants, Trees
and Lawns
2-Year Guarantee on Sprinklers,
Drainage and Lighting

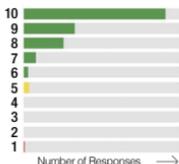
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1572



DIAMOND CERTIFIED RATINGS DASHBOARD based on **295** random customer surveys since October 2009

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

Number of Responses →

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 440372
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

BLACK DIAMOND PAVER STONES & LANDSCAPE, INC.

(877) 312-4128



WEBSITE

www.BlackDiamondLandscape.com

EMAIL

ContactUs@BlackDiamondLandscape.com

MANAGER

Roger Van Alst, President & CEO

SERVICES

Landscape Design & Installation
Pavers: Driveways, Patios & Pool Decks
Synthetic & Natural Lawns
Retaining & Decorative Walls
Pergolas, Fire Pits & Fireplaces
BBQ Islands & Outdoor Kitchens
Paver & Concrete Sealing & Cleaning

HOURS

Mon – Fri: 9am – 7pm
Sat: 9am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

27-Year Warranty on Paving Stone Installations
10-Year Warranty on Synthetic Lawns
10-Year Warranty on Aluminum Pergola Installations
Lifetime Warranty on Pavers and Aluminum Pergolas

CERTIFICATION/TRAINING

ICPI Certified, Belgard Master Craftsman

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2240

Black Diamond Paver Stones & Landscape, Inc. has been family-owned and operated since 2004 and has earned numerous prestigious industry certifications. The company’s technicians are experts in landscape and hardscape design and installation. “Whatever our customers need—from driveways, patios or retaining walls to outdoor kitchens, waterless lawns or full landscaping—we can design and build a beautiful new dreamscape at the best quality and value,” says President Roger Van Alst.

Mr. Van Alst says Black Diamond Paver Stones & Landscape’s ability to help clients solidify their visions and build to their specifications has been a crucial aspect of the company’s success. “We provide a free basic design and estimate for our clients so they can truly understand the quality and value they are receiving for their investment. We’re confident in our ability to turn their dreamscapes into reality.”

Black Diamond Paver Stones & Landscape is fully licensed and insured while also offering some of the longest warranties in the industry: a 27-year warranty on installation and a lifetime warranty on pavers. In addition, the company offers free demolition and removal and financing options with no payments and no interest for one full year (OAC).

COMPANY PHILOSOPHY

“Our goal is to provide an exceptional client experience with high-quality products that add class to our clients’ homes at competitive prices. We work with ‘experts only’ to ensure each client receives superior service and craftsmanship at the best value for their investment.”

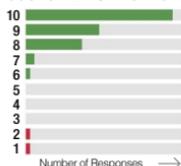
EXCERPTED SURVEY RESPONSES

“They do beautiful work and we’re very happy. We’ve received so many compliments and all of our neighbors are jealous of our yard.”—Laura C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **69** random customer surveys since February 2015

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



HELPFUL EXPERTISE®



COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 841042
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Foothill Locksmiths, Inc. has been providing security solutions throughout the Greater Bay Area since 1956. The company services commercial, residential and automotive customers, and it provides both mobile service and a storefront location in Hayward. These services include (but are not limited to) electronic access control, master key and high-security lock systems, duplication of laser-cut and transponder keys, and more. In addition to its professional services, Foothill Locksmiths offers customers a large inventory of security products and a wide variety of in-stock safes.

President Blaine Lucas is a third-generation security specialist who holds multiple certifications from the Associated Locksmiths of America (ALOA), the Safe and Vault Technicians Association (SAVTA) and the National Safeman's Organization (NSO). He is a contributing author to many of the locksmith industry's top publications.

Many of Foothill Locksmiths' security specialists are registered locksmiths with the ALOA, and they're all licensed by the Bureau of Security and Investigative Services, as required by the state of California. "Our educated security specialists are ready to address any questions and concerns about maintaining or upgrading the security of our clients' homes, businesses, or vehicles," says Mr. Lucas.

COMPANY PHILOSOPHY

"We ensure satisfaction by pairing quality security products with genuine customer service. As a fourth-generation family business, we have the knowledge and ability to deliver custom security solutions that restore and enhance the peace of mind and safety of our clients."

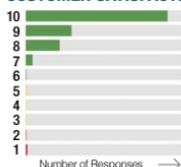
EXCERPTED SURVEY RESPONSES

"They are the best in the business. They have experienced workers and all the supplies to fulfill any of your needs."—L.R.E.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **413** random customer surveys since June 2004

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 860902, 3822
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

LOCKSMITH

FOOTHILL LOCKSMITHS, INC.

(510) 621-7956

595 East Lewelling Boulevard
Hayward, CA 94541



WEBSITE

www.foothilllocksmithsinc.com

EMAIL

service@foothilllocksmithsinc.com

MANAGER

Blaine Lucas, CML, CPS, CJS

SERVICES

Residential Locksmith Services:
Rekeying, Security Upgrades;
Automotive Services: Keyless Entry/
Fobs, Replacement Keys, Laser-Cut
Keys; Electronic Access Control and
Commercial Security Upgrades; High-
Security and Master Key Systems;
Institutional Locksmithing Services;
Safe Sales

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

CERTIFICATION/TRAINING

ALOA Certified Master Locksmith
SAVTA Certified Professional Safe
Technician
NSO Cert. Journeyman Safecracker

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/431

REED BROTHERS SECURITY

(510) 456-0989

4432 Telegraph Avenue
Oakland, CA 94609



Randy Reed, Owner

WEBSITE

www.reedbrotherssecurity.com

MANAGER

Ronald Reed, Randall Reed
and Michael Salk, Owners

SERVICES

Security Services	Alarm Systems
Access Controls	Locks
Latch Guards	Safes
Personal Security	Gates
Cameras	

HOURS

Mon – Fri: 8am – 5:30pm
Sat: 8:30am – 5pm
24/7 Emergency Service

GUARANTEES

1-Year Warranty

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1970

Reed Brothers Security provides a wide range of security services and products for residential and commercial clients throughout the Greater Bay Area. In addition to its 24/7 locksmithing capabilities, the company installs alarm systems, safes, security doors, gates, access control systems, cameras, and other modern equipment that's designed to enhance the safety of customers' homes and businesses.

Owner Randy Reed says Reed Brothers Security's dedication to community involvement has been an important part of its success. "We really enjoy interacting with the people in our community and helping them solve their security issues. From running monthly seminars for the Oakland Police Department to participating in locksmith bureaus, we're always looking for new ways to educate the public about the importance of personal security."

Reed Brothers Security also provides a 24-hour security monitoring service that includes the ability to receive digital signals, radio signals and video images from any type of alarm system. "We take a very realistic approach to securing our clients' homes and businesses, and an important part of that is offering alarm and camera assistance whenever they need it," says Mr. Reed. "We want our customers to think of us as a one-stop shop for all their security needs."

COMPANY PHILOSOPHY

"Our goal is to ensure every client is completely satisfied with our work, so we provide them with highly personalized service and never oversell our security products. We're fully committed to protecting our clients' properties and belongings by implementing state-of-the-art equipment and cutting-edge services."

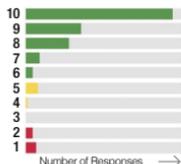
EXCERPTED SURVEY RESPONSES

"They're very knowledgeable, professional, personable, nice people."—Linda L.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **172** random customer surveys since December 2012

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 1807, 681462
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Amazing Stone, Inc. provides a wide variety of stone products, granite and quartz countertops, tiles, cabinetry, fixtures, and hardware at its San Leandro showroom. The company also offers installation services throughout the Greater Bay Area via its sister company, Amazing Construction & Design, Inc. (Lic. 881848), which has the ability to handle additions to floors, fireplaces, shower enclosures and more.

Sales Manager Jack Chan says Amazing Stone aims to make its customers feel knowledgeable and comfortable about the countertops and backsplashes they're looking to purchase. "We encourage clients to take stone samples home to gauge how they look in different lights and how they complement cabinets or other household furniture pieces."

Amazing Stone's professionals have a minimum of eight years' experience and can guide clients through their marble and granite projects from start to finish. The company's specialists also offer simple care and maintenance techniques that, according to Mr. Chan, keep stone surfaces looking new for years.

COMPANY PHILOSOPHY

"We put our hearts into our work, and it shows in both our craftsmanship and customer service. We always try to put ourselves in our customers' positions and find the best solutions for their particular projects. We believe every client should have a positive remodeling experience and benefit from work that's done in a professional and timely manner. That's the type of service we strive to offer with every job."

EXCERPTED SURVEY RESPONSES

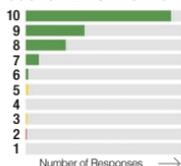
"They had a lot of different pieces available and they were flexible about the installation."—David R.

"[I liked] the quality of the work and the speed with which it was done."—Steven J.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **324** random customer surveys since August 2007

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 881848
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

AMAZING STONE, INC.

(510) 200-0445

1199 Beecher Street
San Leandro, CA 94577

Serving the Bay Area



WEBSITE

www.amazingstone.com

EMAIL

info@amazingstone.com

MANAGER

Jack Chan, Sales Manager

SERVICES

Marble, Granite & Quartz
Sales & Installation
Countertops
Custom Fireplaces
Showers
Custom Designs
Cabinetry

HOURS

Mon – Fri: 9am – 5pm
Sat: 9:30am – 3pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

7

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1133

SITE FOR SORE EYES – FREMONT & NEWARK

(510) 397-8975

101 Fremont Hub Courtyard
Fremont, CA 94538

(510) 394-5929

1057 New Park Mall
Newark, CA 94560

Site for Sore Eyes®

THE EYECARE STORE NEXT DOOR.



Site for Sore Eyes has locations in Fremont and Newark.

WEBSITE

www.siteforsoreeyes.com
dccert.org/1044-newark
dccert.org/1044-fremont

MANAGER

Nick Saab, Owner

SERVICES

Eye Examinations Eyeglasses
Contact Lens Fittings

HOURS

Fremont

Mon – Fri: 10am – 7:30pm
Sat: 10am – 6pm
Sun: 11am – 5pm

Newark

Mon – Sat: 10am – 9pm
Sun: 11am – 7pm

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1044

Site for Sore Eyes provides a complete range of vision care services at five locations in Fremont, Napa, Daly City, Newark and San Bruno. The company offers a large selection of eyeglasses, sunglasses, sports goggles, and contact lenses to suit every taste and budget, and its highly trained doctors of optometry provide comprehensive eye exams.

Each Site for Sore Eyes office is equipped with onsite labs, which allow its technicians to provide same-day service (in most cases) and repairs as needed. The company offers a 30-day exchange policy on its eyewear and accepts all major vision insurance plans.

Site for Sore Eyes focuses on customer service, the latest in lens technology, and eclectic product and brand selections.

COMPANY PHILOSOPHY

“Our motto and philosophy is: ‘Beyond 20/20.’ We strive to always exceed our customers’ expectations—word of mouth is our main source of business, so every client is a walking referral. Ultimately, we strive to give them a little extra so they choose and recommend us to their family and friends.”

EXCERPTED SURVEY RESPONSES

“The doctor is great. He is caring and helpful. I can stop by when I need to and he takes me in without an appointment. They are convenient to my job.”—Linda B.

“I like the optometrist; he explained everything and kept me informed. They also filled my prescription quickly.”—Evelyn P.

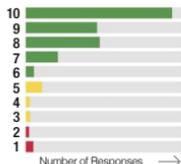
“They are really fast and thorough. The company is courteous and very knowledgeable about glasses.”—Nancy L.

“I like the service that my husband and I received. They were very nice to us.”—Lilian G.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **675** random customer surveys since February 2007

CUSTOMER SATISFACTION



↑
More Satisfied
↓
Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. D6641, D70531
- ✓ Current Complaint File
- ✓ Business Practices

J & D Painting provides various interior and exterior painting services for residential and commercial clients throughout the East Bay. The company works on projects ranging from single rooms to multi-unit apartment complexes, and its large staff of painters allows it to send bigger crews to finish jobs quickly and on schedule.

Owner Harold Jagoda has been working in the painting industry for more than 40 years, and he says his wealth of experience has made him distinctly aware of details most painters overlook. “The most important part of any paint job is preparing the underlying surface beforehand. If it’s not done right, even the best quality paint won’t prevent future problems.”

J & D Painting is EPA Certified to conduct lead-based paint renovations, repairs and painting. It’s also a member of the Painting and Decorating Contractors of America.

COMPANY PHILOSOPHY

“We believe in doing a job right the first time. Our friendly, professional staff and crew members do excellent work, and that’s one of the reasons we continue to earn repeat business and customer referrals. We focus on satisfying our customers—if they’re ever unhappy with our services for any reason, we’ll promptly resolve the issues.”

EXCERPTED SURVEY RESPONSES

“I think they’re one of the best. They were extremely neat and meticulous, and the work was exceptional.”—Yvonne D.

“They just did everything right the first time. The price was reasonable and very competitive. I couldn’t ask for anything more.”—Tony M.

“They were on time, nice, respectful, and they cleaned up after themselves. They also made very good suggestions.”—Lisa M.

J & D PAINTING

(510) 538-9838

Serving Parts of Alameda
and Contra Costa Counties



WEBSITE

www.jdpainting.net

EMAIL

hjagoda@yahoo.com

MANAGER

Harold Jagoda, Owner

SERVICES

Interior & Exterior Painting
Residential & Commercial

HOURS

Mon – Fri: 6am – 4:30pm

GUARANTEES

1 Year on Labor
10-Year Manufacturer’s Warranty
on Paint

BRANDS

Kelly-Moore

EMPLOYEES

10

CERTIFICATION/TRAINING

EPA Lead-Safe Certified

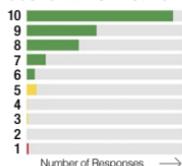
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1



DIAMOND CERTIFIED RATINGS DASHBOARD based on **504** random customer surveys since January 2002

CUSTOMER SATISFACTION



↑
More Satisfied
↓
Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers’ Compensation
- ✓ Liability Insurance
- ✓ State License No. 518811
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CERTAPRO PAINTERS OF BERKELEY

(510) 735-0829

Serving Alameda County



WEBSITE

www.certapro.com/berkeley

EMAIL

samin@certapro.com

MANAGER

Soumil Amin, Owner

SERVICES

Residential & Commercial Painting
Interior & Exterior
Epoxy Coatings
Cabinet Refinishing
Stain/Sealants
Power Washing
Drywall Repair
Acoustic Ceiling Removal
Lead-Safe Painting
Historical Home Painting
Professional Color Assistance

HOURS

Mon – Fri: 7:30am – 4pm

CREDIT CARDS

MasterCard Visa

CERTIFICATION/TRAINING

EPA Lead-Safe Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1691

CertaPro Painters of Berkeley is a full-service painting contractor that serves residential and commercial clients throughout Alameda County. In addition to handling every aspect of interior and exterior painting, the company provides cabinet refinishing, staining, power washing, acoustic ceiling removal, epoxy coatings and more.

Owner Soumil Amin is a lifelong Bay Area resident who studied Economics and Business at UC Davis before establishing CertaPro Painters of Berkeley. “Running a painting business is less about the actual commodity and more about finding the right people, making sure they’re empowered and building a positive culture where they enjoy coming to work,” he says. “Our employees care about this company, and their dedication shows in their excellent paint jobs.”

CertaPro Painters of Berkeley emphasizes the importance of customer education and communication throughout every step of the painting process, from estimating to project completion. “We cover all the bases,” says Mr. Amin. “Our clients may only have to paint their homes once every 10 to 15 years, so we make sure they have clear understandings of what they’re getting.”

COMPANY PHILOSOPHY

“We do business based on a set of core values: We deliver what we promise, respect the individual, have pride in what we do and practice continuous improvement. Our ultimate goal is to treat our customers the way we would like to be treated. Every time we enter a new situation, we ask ourselves, ‘What would we need to make ourselves comfortable? What kind of outcome would we like?’ Our outlook puts things into perspective for both our employees and customers.”

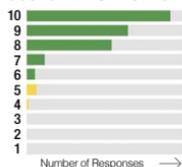
EXCERPTED SURVEY RESPONSES

“Their crew was responsive and communicative.”
—Al M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **225** random customer surveys since November 2010

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 837312
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Majestic Painters provides a complete range of interior and exterior painting services for residential and commercial clients throughout Alameda County. The company takes a full-service approach to painting that allows it to handle every step of the painting process, from preparing and priming surfaces to conducting post-painting inspections and cleanup. It's also qualified to repair sheet rock and textural imperfections, remove popcorn ceilings, and more.

Owner Nick Capurro says much of Majestic Painters' success is due to its highly skilled painters, all of whom are trained to use industry-best techniques and materials. "Our painters are clean, courteous, efficient and professional. They know exactly how much paint it will take to complete each job, and their lines are incredibly straight. Regardless of the size of the project, we guarantee quality results."

Majestic Painters also provides free color consultation services, which Mr. Capurro says is important for helping clients control their budgets and expedite the painting process. "We bring our professional color consultant right to our customers' homes, which means they don't need to go to paint stores or guess which colors will work best. Once we determine the right color for a customer's home, we'll apply a sample and make sure they're 100 percent certain before moving forward."

COMPANY PHILOSOPHY

"Our goal is to deliver pleasurable customer experiences as well as great painting results, and we accomplish that by being on time, using the best materials, and staying committed to quality workmanship and customer service. This old-fashioned approach allows us to guarantee a clean, professional job every time."

EXCERPTED SURVEY RESPONSES

"I dealt directly with the owner, Nick. They were clean and neat about their work, they did it quickly, and they finished the project on time."—Doug K.

MAJESTIC PAINTERS

(510) 394-4990

Serving Alameda County



Nick Capurro, Owner

WEBSITE

www.majesticpainters.com

EMAIL

ncapurro@majesticpainters.com

MANAGER

Nick Capurro, Owner

SERVICES

- Interior and Exterior Painting
- Texture Coating
- Sheet Rock Repair
- Popcorn Ceiling Removal
- Exterior Dry Rot and Stucco Repair
- Exterior Door and Cabinet Staining

HOURS

Mon – Fri: 8am – 5pm

GUARANTEES

6-Year Warranty

BRANDS

Benjamin Moore, Sherwin-Williams

EMPLOYEES

9

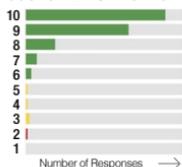
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2012



DIAMOND CERTIFIED RATINGS DASHBOARD based on 162 random customer surveys since April 2013

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 875704
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

S & S PAINTING AND COATINGS, INC.

(510) 210-0492

Serving Alameda
and Contra Costa Counties

WEBSITE

www.sspainting.com

EMAIL

epicpropertiesusa@yahoo.com

MANAGER

Greg Severs, President

SERVICES

Exterior & Interior Painting
Expert Preparation
Pressure Washing
Waterproofing
Deck Refinishing
Wood Restoration
Dry Rot & Epoxy Repairs
Lead Paint Removal
Color Consultation
Stucco & Sheetrock Repairs

HOURS

Mon – Fri: 7am – 5pm
Sat: By Appointment

GUARANTEES

2-Year & 5-Year Warranties
on Workmanship
10-Year Manufacturer's Warranty
on Paint

BRANDS

Kelly-Moore, Benjamin Moore,
Dunn-Edwards, Sherwin-Williams

EMPLOYEES

8

CERTIFICATION/TRAINING

EPA Lead-Safe Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2486

S & S Painting and Coatings, Inc. provides a wide range of exterior and interior painting services for residential, commercial, and industrial clients in Alameda and Contra Costa Counties. In addition to handling every step of the painting process (including color consultation), the company has the training and equipment to pressure wash surfaces and decks, waterproof and restore wood surfaces, repair dry rot and epoxy, and more.

President Greg Severs credits much of S & S Painting and Coatings' success to the personal attention it gives to each job. "We really enjoy meeting our customers and working with them to make their painting projects successful," he says. "People hire us because they know we're honest, dependable and able to provide superior quality workmanship."

S & S Painting and Coatings has special expertise with difficult "cliffhanger" projects like steep hillsides and multiple-story buildings, like the Grand Lake Theater and the 60-foot marquee signage on its roof, as well as the three 100-foot crosses at Neighborhood Church. Mr. Severs says this has been an important differentiating factor for the company. "We've always been experts at high-rise work, which is rare in this industry. Regardless of the type or size of the project, we have all the necessary equipment to complete the job in a timely manner."

COMPANY PHILOSOPHY

"Our goal is to make sure our clients are 100 percent satisfied in every way, shape and form. We understand that if we do excellent work, they'll return in the future and refer their friends and relatives, so we focus on meeting and exceeding their expectations throughout every phase of their projects."

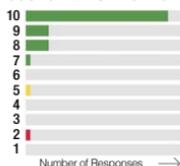
EXCERPTED SURVEY RESPONSES

"They were very accommodating and they definitely knew their product."—Stephanie B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 44 random customer surveys since January 2018

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 646957
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Delta Pacific Builders Inc and its subcontractors build patio covers, awnings, and carports; install concrete and paver projects; and provide other general construction services for clients in Alameda and Contra Costa Counties. In addition to its residential construction capabilities, the company offers various services that are designed to improve commercial properties, including equipment cover installations and storefront remodeling.

Owner Dan Phippen credits much of Delta Pacific Builders' success to its customer-oriented approach to the construction process, which includes communicating with each client about the specifics of their project and making sure the jobsite is completely clean at the end of every workday. "We've built a reputation for being responsive to our clients' needs, and we approach each phase of the job with that in mind," he says. "Our customers know we'll maintain high standards of quality throughout their projects."

Delta Pacific Builders' focus on quality also extends to the products it installs, which include patio covers made by industry leaders like Four Seasons Building Products, Duralum Products and Alumawood by Amerimax. "Our customers really appreciate having access to such high-quality products," says Mr. Phippen. "By taking the time to address their needs, we're able to make sure the products they choose perfectly complement their properties."

COMPANY PHILOSOPHY

"Our goal is simple: be on time for every project and make sure we're providing high-quality work from start to finish. We do what we say we're going to do and always keep our promises regarding pricing, and it's this type of honesty that makes our clients return and recommend us to others."

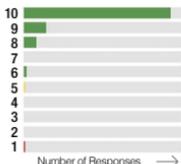
EXCERPTED SURVEY RESPONSES

"They are very reliable and honest about their work."—Bill F.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **134** random customer surveys since May 2014

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ State License No. 795657
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

DELTA PACIFIC BUILDERS INC

(510) 621-7954

Serving Alameda and Contra Costa Counties



WEBSITE

www.deltapacificbuildersinc.com

EMAIL

dhippen@comcast.net

MANAGER

Dan Phippen, Owner
Dave Schmidt, Partner

SERVICES

Patio Covers
Sunroom Additions
Concrete & Pavers
Awnings
Carports
Docks

HOURS

Mon – Sun: 8am – 5pm

GUARANTEES

Workmanship Warranty for Original Owner, Manufacturers' Warranties on Products

BRANDS

Alumawood by Amerimax,
Duralum Products, Trex,
Four Seasons Building Products

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2172

BLACK DIAMOND PAVING INC.

(510) 770-1150

Serving All of California



BLACK DIAMOND
P A V I N G

WEBSITE

www.blackdiamondpaving.com

EMAIL

info@blackdiamondpaving.com

MANAGER

Jeff Reger, President

SERVICES

Asphalt Patch Paving

Overlays

Sealcoating & Striping

Concrete Installation & Repair

ADA Upgrades

Europave (Decorative)

HOURS

Mon – Fri: 7am – 5pm

Emergencies: 24 Hours Daily

EMPLOYEES

45

CERTIFICATION/TRAINING

Certified Woman-Owned Business

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1258

Black Diamond Paving Inc. provides a wide range of paving and concrete repair services for commercial and industrial clients, HOA residential communities, retail establishments, schools, and churches throughout California. In addition to offering standard services such as asphalt patch paving, resurfacing, sealcoating and concrete repair, the company performs ADA upgrades and decorative overlays.

Black Diamond's process starts with a comprehensive consultation to establish the customer's objectives and determine their budget. Next, the company thoroughly evaluates site conditions and crafts a scope of work that meets those objectives and provides maximum value. Then, Black Diamond presents a proposal that details exactly what is included and meets with owners and board members to ensure everyone understands.

Before construction, Black Diamond distributes notices and signs throughout the center or community and posts project updates online for everyone to see. "We know how important it is for customers that we arrive when promised and complete the work according to contract, and we're mindful of that goal for every project," says owner Megan Reger. "Our customer-centric approach and due diligence in crafting proposals set us apart from conventional pavement maintenance contractors."

COMPANY PHILOSOPHY

"Every customer and every project is important to us. We understand paving can be a sizable investment, so we treat our customers' time and money with the respect it deserves."

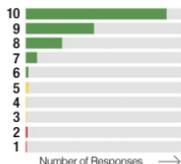
EXCERPTED SURVEY RESPONSES

"They are easy to deal with and the quality of their work is as good as it gets. During the past 12 years I have used several asphalt companies, but they are the best."—Bryan W.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **308** random customer surveys since January 2008

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 717849
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

System Pavers is committed to providing quality hardscape products and installations that are guaranteed to last. From elegant paving stones for driveways, patios, walkways and pool decks to artificial turf, custom outdoor barbecues, fire pits, retaining walls, water features and energy-efficient lighting, System Pavers helps redefine each customer's desired outdoor living lifestyle.

Over the last 26 years in business, System Pavers has expanded to eight offices throughout Northern and Southern California, Colorado, Oregon, and Washington. Co-founders Larry Green and Doug Lueck created the company because they have a passion for designing elegant spaces with enduring value where homeowners can enjoy making lifelong memories with friends and family.

As the outdoor home improvement industry has evolved, so has System Pavers. Homeowners can find peace of mind in knowing the company provides comprehensive design services from start to finish, the latest state-of-the-art outdoor hardscape products and full-service Design Centers, and a stellar customer experience.

System Pavers also invests in the continued success of its employees with its year-round career training program, System Pavers University (SPU). Here, the company provides professional guidance on new and best practices, as well as continued education opportunities for its designers, project management staff and construction field supervisors.

COMPANY PHILOSOPHY

"We provide every client with state-of-the-art designs, exceptional and thorough installation processes, and unmatched workmanship warranties."

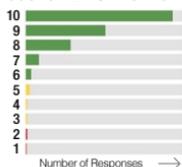
EXCERPTED SURVEY RESPONSES

"I liked every aspect, from design to work on the site. The cleanup was excellent."—Ellen W.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **387** random customer surveys since July 2004

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 661575
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

SYSTEM PAVERS

(877) 303-8236

32950 Alvarado Niles Rd
Suite 500
Union City, CA 94587

Serving Northern California



SYSTEM
PAVERS®

WEBSITE

www.SystemPavers.com

MANAGER

Leen Van Bergen, Regional V.P.

SERVICES

Paving Stone: Driveways, Patios, Pool Decks & Walkways; Synthetic Turf; Water Features; Fireplaces; Fire Pits; Custom-Built BBQ Islands; Landscape Lighting; Pergolas and More

HOURS

Available by Phone 24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa
Financing Through Synchrony,
Wells Fargo and Lyon Financial

GUARANTEES

25-Year Warranty on Products, Labor
& Installation
30-Day Satisfaction Guarantee

CERTIFICATION/TRAINING

Certified Interlocking Concrete
Pavement Institute (ICPI) Installer

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/448

DUBLIN CREEK KENNELS, INC.

(925) 386-6905

6570 Donlon Way
Dublin, CA 94568



WEBSITE

www.dublincreekkennel.com

EMAIL

info@dublincreekkennel.com

MANAGER

Susan O'Reilly, Owner

SERVICES

Dog & Cat Boarding
Grooming
Dog Training
Day Care
Adoptions

HOURS

Mon, Tue, Thu, Fri: 8am – 6pm
Sat: 9am – 1pm

Closed Wednesdays, Sundays
and Holiday Weekends

CREDIT CARDS

Amex, Discover, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2260

Dublin Creek Kennels, Inc. provides short- and long-term boarding for all types of dogs and cats at its spacious facility in Dublin. The family-owned and operated company also offers dog training and grooming services, and it runs an adoption program called Dublin Creek Animal Foundation that finds homes for animals that have been rescued from overcrowded shelters.

Owner Susan O'Reilly credits much of Dublin Creek Kennels' success to its dedicated, compassionate employees. "Everyone who works here truly loves animals and is committed to caring for our clients' pets," she says. "We don't just train our staff members to cater to specialized diets and medical needs—we also encourage them to foster a positive, loving environment for the animals."

Dublin Creek Kennels' facility features both indoor and outdoor runs—the indoor building is attended 24 hours a day and climate-controlled to maximize comfort for its animal boarders, and the outdoor area includes a large yard and waterpark so dogs can play at their leisure. "A lot of kennels don't have indoor/outdoor runs, but we believe that's important for making sure the animals are as comfortable as possible," says Ms. O'Reilly. "Whether they want to relax inside or socialize outside, we can accommodate."

COMPANY PHILOSOPHY

"We treat the dogs and cats that come to our facility like they're our own pets, and we do whatever it takes to make sure they feel safe and secure. Our goal is to give each animal the love and attention they require in the absence of their owner."

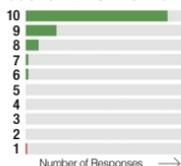
EXCERPTED SURVEY RESPONSES

"If you love your pet and you travel a lot, you want an environment where you don't have to worry about what's going to happen. It's the closest thing we can get to us taking care of our dogs ourselves."—Cathy E.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **150** random customer surveys since May 2015

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

Pacific Plumbing Systems is a full-service, family-owned and operated plumbing contractor that provides a variety of residential and commercial plumbing services, including all general repairs and replacements, installation of new plumbing fixtures, traditional and tankless water heaters, whole house repiping, drain and vent piping, leaking fixtures, sewer and drain cleaning, toilet repairs, garbage disposal, earthquake gas shut off valves, sump pumps, gas piping, and more.

Ron Beesley has owned and operated Pacific Plumbing Systems since 1996. A veteran of the plumbing industry with more than 35 years of experience, Mr. Beesley has built his company based on sound values, fair pricing and quality craftsmanship. He says he's proud of Pacific Plumbing Systems' reputation as a high-quality plumbing contractor with a 100 percent commitment to customer satisfaction. Mr. Beesley also meets with customers to perform estimates on large projects.

Pacific Plumbing Systems' team of knowledgeable plumbers and support staff members serve Alameda County and parts of Contra Costa County. A two-year workmanship warranty is included on all new installations, and new plumbing fixtures come with manufacturers' warranties.

COMPANY PHILOSOPHY

“We’re committed to providing our clients with the most professional and efficient plumbing services possible. We treat our customers with honesty, respect, fairness and professionalism. We work diligently to accomplish the goals that our customers establish. Our clients represent the future of our business, so we work hard to turn every aspect of their projects into a positive experience.”

EXCERPTED SURVEY RESPONSES

“The technician arrived quickly and was very pleasant. It was a no-hassle job.”—Shelley S.

PACIFIC PLUMBING SYSTEMS

(510) 567-9501

2120 Adams Avenue
San Leandro, CA 94577

Serving Alameda County and
Parts of Contra Costa County



PACIFIC PLUMBING
SYSTEMS, INC

EMAIL

pacplmb1@aol.com

MANAGER

Ron Beesley, Owner

SERVICES

All Residential and Commercial Plumbing Repairs, Copper Repipes, Leaking Pipes, Running Toilets, Clogged Drains, New Fixture Installs, Water Heaters, Tankless Water Heaters, Disposals, Faucets, Earthquake Valves, Gas Repairs, Meter-to-House Water Service

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, MasterCard, Visa

GUARANTEES

2-Year Warranty on All Residential Workmanship
Manufacturers' Warranties on Materials
100% Customer Satisfaction

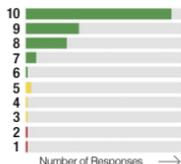
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/3



DIAMOND CERTIFIED RATINGS DASHBOARD based on **433** random customer surveys since February 2002

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



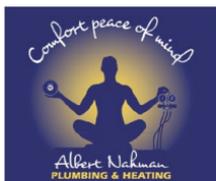
“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 909639
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ALBERT NAHMAN PLUMBING AND HEATING

(510) 854-9423



WEBSITE

www.albertnahmanplumbing.com

EMAIL

info@albertnahmanplumbing.com

MANAGER

Albert Nahman, Owner

SERVICES

Plumbing & Heating Installation, Repair & Service, Sewer & Drain Cleaning, Sewer Video Inspections & Certification, Trenchless Sewer Replacements & Repairs, Seismic Gas Valves, Water Heater Installation & Repairs, Water Main Replacements & Copper Piping, Duct Replacement & Cleaning, Tankless Water Heater Installation & Repair, Cooling Repair & Installation

HOURS

Mon – Fri: 7am – 8pm
Sat: 8am – 5pm
Sun: 9am – 5:30pm

CREDIT CARDS

Amex, MasterCard, Visa

GUARANTEES

5 Years on Company-Provided Parts & Fixtures, 20-Year Warranty on Copper Repiping/Sewer Lateral Replacements

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/132

Albert Nahman Plumbing and Heating is a full-service plumbing firm that serves homeowners, apartment managers and building professionals in Alameda County. In addition to general plumbing repairs, the family-owned and operated company cleans drains; repairs, maintains and replaces water heaters (including tankless); provides trenchless sewer replacement services; and performs furnace repairs, tune-ups and installations with options for improved indoor air quality (IAQ).

Owner Albert Nahman is celebrating his 38th year in the plumbing business. Mr. Nahman says he has built his company’s reputation by consistently delivering high-quality plumbing products and services to every client. “We believe that a customer well-served is one who’ll stay with us and recommend us to friends and family.”

Albert Nahman Plumbing and Heating features several Peace of Mind maintenance plans, each of which focuses on a different system of the home such as plumbing, heating/cooling and tankless water heaters. By becoming agreement members, customers can reap the benefits of preventing inconvenient breakdowns and averting potential costly disasters. Additional benefits include discounts on repairs and installations, which Mr. Nahman says more than offset the yearly investment for “true Plumbing and Comfort Peace of Mind.”

COMPANY PHILOSOPHY

“We’re committed to bringing a high degree of professionalism and a superior level of customer service to the plumbing industry while maintaining our fair pricing. We’re further committed to providing a stable and supportive work environment for our employees while facilitating their professional growth.”

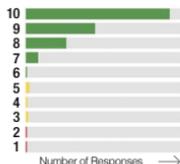
EXCERPTED SURVEY RESPONSES

“They give you good information about what they’re doing and why they’re doing it.”—Bob T.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **472** random customer surveys since August 2002

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 414359
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ARS® / Rescue Rooter® provides a variety of residential and commercial plumbing services for clients throughout the Bay Area. The company offers 24/7 emergency service and can also schedule appointments to accommodate clients' schedules. Its services include drain cleaning and maintenance, trenchless sewer repair, line location, and plumbing repair and maintenance (including water heaters).

ARS / Rescue Rooter uses a state-of-the-art video sewer inspection system to quickly pinpoint blockage problems. It's also an exclusive carrier of DrainRight® Drain Maintainer, a special formula that prevents pipe clogs by liquefying and dispersing grease, soap scum, food residue, and other waste build-up. Drain Maintainer is 100 percent biodegradable, nonacidic, noncaustic, noncorrosive and safe to use on any pipe or drain.

COMPANY PHILOSOPHY

"We value our clients, and we always give them upfront pricing quotes before any work is done. Plumbing emergencies can be disruptive for homeowners, but they're our everyday business, so we're able to confidently handle them and help our customers return to their regular lives."

EXCERPTED SURVEY RESPONSES

"They're easy to do business with and they keep good records from previous visits."—Millie P.

"They carefully explained everything they were doing and told me how to prevent the problem from happening again."—Sean Z.

"They came in an emergency during a wedding and fixed the problem."—Hestan O.

"They explained everything and they were very neat with the clean-up."—Jacklin S.

"They are professional—all the way from the person answering the phones right down to the technician they send to do the job."—Ernie P.

ARS® / RESCUE ROOTER®
(510) 747-8963



ARS® / Rescue Rooter® offers 24/7 emergency plumbing service.

WEBSITE

www.ARS.com

MANAGER

Chris Peterson, General Manager

SERVICES

Plumbing Repair & Replacement
Residential & Commercial
Drain Cleaning, Sewer Repair
Line Location, Video Sewer Inspection
Trenchless Sewer Repair
Water Heaters, Toilets, Faucets
Scour Jet®, DrainRight® Drain Maint.

HOURS

Available 24/7, Emergency Service or Scheduled Appointments

CREDIT CARDS

Amex, Discover, MasterCard, Visa
Financing Available (W.A.C.)

GUARANTEES

90 Days/Labor, 1 Year/Parts
(Restrictions Apply)

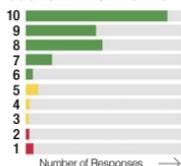
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/468



DIAMOND CERTIFIED RATINGS DASHBOARD based on **1006** random customer surveys since August 2004

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 765155
- ✓ State Lic No. ARS 791820
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

THE LUNT MARYMOR COMPANY

(510) 761-5966
(925) 567-3966
(415) 326-3429

Serving Alameda,
 Contra Costa, Marin,
 San Francisco and
 San Mateo Counties



WEBSITE

www.luntmarymor.com

EMAIL

service@luntmarymor.com

MANAGER

Leigh Marymor, President

SERVICES

Hydronic Heating; Plumbing Service & Repair; Remodels & Additions; New Construction; Sewer & Drain Cleaning; Sewer Video Inspection; Diagnose & Repair Mystery Leaks; Water Heater Replacements and Installations: Conventional Tank, Tankless On-Demand & High Efficiency; Fire Sprinklers; Radiant Floor Thermal Imaging

HOURS

Mon – Fri: 8am – 3pm

CREDIT CARDS

MasterCard Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1106

The Lunt Marymor Company provides plumbing, hydronic (radiant) heating and fire sprinkler services for new custom homes, remodels, and additions in Alameda, Contra Costa, Marin, San Francisco and San Mateo Counties. The company’s design/build capabilities allow it to offer a full-service business approach, from installing new equipment to repairing or upgrading existing equipment such as tankless water heaters, high-efficiency toilets and condensing boilers. It also handles new construction and tenant improvements for commercial buildings.

President Leigh Marymor and his Partner Emeritus, Jim Lunt, have more than 70 years of combined plumbing and hydronic heating experience. In 1999, they merged their expertise to form The Lunt Marymor Company. They say the most important characteristic of their business is its clear, open style of communication with clients, which allows for thorough explanations of each job and a consultative approach to its work.

The Lunt Marymor Company’s technicians are trained to utilize equipment and materials made by the top manufacturers in the industry. The company’s proactive approach anticipates challenges, which it presents to its clients with clear, value-weighted recommendations.

COMPANY PHILOSOPHY

“We strive to exceed our clients’ expectations by providing quality service at a fair price. We supply a pleasant, stable work environment and the best training available for all our technicians, which is why our team members—as well as numerous clients—have been with us for many years.”

EXCERPTED SURVEY RESPONSES

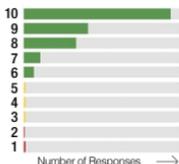
“They provide high-quality service.”—Laura R.

“They were on time, dependable, courteous and honest.”—Don B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **325** random customer surveys since June 2007

CUSTOMER SATISFACTION



↑ More Satisfied
 ↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 764839
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Savior Plumbing, Inc. provides a wide range of plumbing services for residential and commercial customers, including basic service and repair of faucets and toilets, drain clearing, sewer replacements, traditional and tankless water heater installation and repair, gas lines, video surveys of sewers, slab leak repairs, copper repiping, and more.

President Tammy Cortez credits much of Savior Plumbing's success to its personalized approach to interacting with customers. "People feel comfortable working with us because they know we're really listening to their concerns and working hard to help them make the right decisions for their specific situations," she says. "We provide peace of mind during stressful times, and that's what makes our customers come back and recommend us to others."

Savior Plumbing maintains a staff of experienced journeymen plumbers who are trained to handle all types of plumbing repairs and installations—an attribute Mrs. Cortez says is important for providing consistently efficient work. "We don't hire technicians; we hire professional craftsmen who know exactly what they're doing and work quickly and honestly to solve our customers' plumbing problems."

COMPANY PHILOSOPHY

"Our main goal is to establish personal relationships with every customer and remain their plumber for life. We understand how important reliable plumbing is to a family's quality of life, so we always strive to provide the best possible services at the fairest prices."

EXCERPTED SURVEY RESPONSES

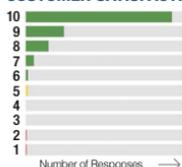
"Their plumbers know what they are doing. I am a licensed contractor, so I know what I'm looking at when I see an experienced plumber at work."

—Sam P.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **301** random customer surveys since August 2012

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 786360
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

SAVIOR PLUMBING, INC.

(510) 244-4349

Serving Alameda and Contra Costa Counties



WEBSITE

www.saviorplumbing.com

EMAIL

info@saviorplumbing.com

MANAGER

Tammy Cortez, President

SERVICES

General Plumbing Service and Repair, Tankless and Standard Water Heater Installation and Repair, Hot Water Recirculation Systems, Water Treatment Installation, Sewer Video Surveys, Sewer Repair and Replacement, Gas Line Installation, Main Water Line Repair and Replacement, Toilet and Faucet Repair and Replacement, Slab Leak Repair, Ceiling Leak Repair, Whole House Repiping, Sump Pumps, Tenant Improvement, Commercial and Residential Property Maintenance

HOURS

Mon – Fri: 8am – 5pm
Sat – Sun: By Appointment

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Premium Guarantee: 2 Years on All Labor (Additional Warranty May Apply to Repiping and Sewer Replacement) Manufacturers' Warranties on All Products

DIAMOND CERTIFIED COMPANY REPORT

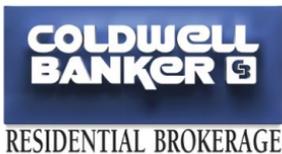
www.dccert.org/1899

MARC GUAY TEAM

(510) 343-5223

1495 Shattuck Avenue
Berkeley, CA 94709

Serving Berkeley
and the Surrounding Areas



Marc Guay is a veteran of the real estate industry.

WEBSITE

www.marcguay.com

EMAIL

marc.guay@camoves.com

MANAGER

Marc Guay, Realtor

SERVICES

Residential Real Estate Sales
& Purchases

HOURS

Mon – Fri: 8:30am – 6pm
Sat – Sun: By Appointment

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2187

The Marc Guay Team works in partnership with Coldwell Banker to help clients buy and sell all types of residential real estate properties in Berkeley and the surrounding areas. Mr. Guay utilizes his three-plus decades of industry experience to handle every step of the real estate process for his clients, and he also extends his services to small commercial properties when necessary.

Mr. Guay says being backed by one of the largest residential brokerages in the United States gives him a distinct advantage when it comes to serving his clients. “As part of the Coldwell Banker team, I have access to many tools that make things easier for my clients, including state-of-the-art advertising and comprehensive legal advice. Also, since I’m able to stay up-to-date on the latest market changes, I’m able to better protect my clients’ interests.”

Mr. Guay is known for his open business approach and clear communication style, both of which he says are important for maintaining positive relationships with customers. “I’m very transparent when it comes to the time I spend with my clients. They know I’m here to provide my knowledge, address their questions and concerns, and be their ally throughout the buying and selling process.”

COMPANY PHILOSOPHY

“My goal is to provide my clients with the best possible service throughout their real estate transactions. Integrity is an important part of everything I do, so I always take the time to follow through and make sure every client is satisfied with my work.”

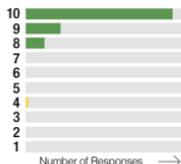
EXCERPTED SURVEY RESPONSES

“Marc is very considerate and knowledgeable. He researches other properties for you and computes everything out. He’s very professional.”—Angela Z.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 76 random customer surveys since August 2014

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 00979693
- ✓ Current Complaint File
- ✓ Business Practices

CENTURY ROOF AND SOLAR INC.

(877) 312-3460

Serving Alameda
and Contra Costa Counties



Century Roof and Solar Inc. specializes in installing roofs with a systems approach, paying special attention to ensure all components of a roof and solar system are designed to work together. As an installer of photovoltaic (PV) solar roof systems, the Hayward-based company's goal is to permanently reduce or eliminate clients' electric bills.

Owner Tony Diaz has more than three decades of experience in the roofing industry—he's factory-certified on many roof and solar systems and is qualified to assemble and build composition, tile, shake, shingle, and PV solar-integrated roof tiles. Mr. Diaz holds the coveted NABCEP certification (North American Board of Certified Energy Practitioners) and is a continued education provider for NABCEP.

In 2007, Century Roof and Solar received an exclusive certification from the Tile Roof Institute to improve national roof tile application. Century is also a Master Elite Certified installer for GAF products and has won the GAF Excellence Award the past eight years in a row. The company invites each client to "enjoy your solar roof on us," with zero percent interest financing during the first six months of a new roof and/or PV solar system installation.

COMPANY PHILOSOPHY

"Since 1996, we have worked hard to deliver high-quality roofs and/or solar assemblies to all our customers. We believe one roofing/solar project should lead to another through referrals of satisfied customers. Our customers drive our business. We realize how important it is to keep them happy, and we do our best to take care of even the smallest requests. We stand behind every roof and energy system we install."

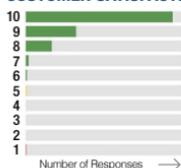
EXCERPTED SURVEY RESPONSES

"Tony Diaz really has the ability to communicate with the customer."—George S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **405** random customer surveys since January 2002

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 721502
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

GENERAL ROOFING COMPANY

(510) 761-5937

Serving the Bay Area



Michael Wakerling is owner of General Roofing Company.

WEBSITE

www.generalroof.com

EMAIL

contact@generalroof.com

MANAGER

Michael Wakerling, Owner

SERVICES

Roofing Systems	Gutters
Ventilation Systems	Skylights
Repairs	Maintenance

HOURS

Mon – Fri: 7:30am – 5:30pm
Sat: By Appointment

CREDIT CARDS

MasterCard Visa

CERTIFICATION/TRAINING

CertainTeed SELECT ShingleMaster™ & Silver Star Contractor

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/53

General Roofing Company installs roofing for residential, commercial and industrial clients throughout the Bay Area. The family-owned and operated company offers a variety of roofing, maintenance and repair solutions tailored to fit customers' specific needs. Specialties include composition shingles, wood shingles and shakes, tar and gravel, all flat roof systems, tile and slate roofs, skylights, and ventilation systems.

Owner Michael Wakerling runs General Roofing Company with the same set of principles put forth by his grandfather, founder Jacob Wakerling: craftsmanship, integrity and reliability. Since opening its doors in 1924, the company has completed thousands of residential and commercial roofing jobs and stayed updated on the industry's numerous technological advancements.

General Roofing Company is a CertainTeed SELECT ShingleMaster™ and a member of the National Roofing Contractors Association. For a complete list of services and photos of before and after work, Mr. Wakerling invites potential customers to visit www.generalroof.com.

COMPANY PHILOSOPHY

“We’re a forward-thinking company that integrates history and experience with new technology. We’ve worked hard to create a professional, well-run organization, and our loyal clients are proof of our success. Our dedication to quality workmanship and excellent customer service has allowed us to offer premier roofing services for more than 90 years.”

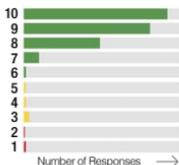
EXCERPTED SURVEY RESPONSES

“They were wonderful. They were on time, professional and courteous. They did a great job. They explained what they were doing and were responsive to my questions and phone calls.”
–Shannon G.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **346** random customer surveys since April 2002

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 154732
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Avanced Roofing Services, Inc. replaces roofing, including composition, shingles, built-up (tar and gravel, fiberglass cap sheet and coatings), modified membranes, “Class A” wood shake and wood shingle roof systems. The company serves customers in Alameda County.

Owner Dave Lopez started Advanced Roofing Services in 1998 with his partner, Barry Wilkes. Mr. Lopez has more than 40 years of experience in the roofing industry and has installed virtually every type of roof system. Prior to starting his own business, he was a journeyman roofer and superintendent for various other companies. As one of Advanced Roofing Services’ estimators, Mr. Lopez handles all jobs from inception to completion.

Advanced Roofing Services offers reroofing services and is a GAF Certified installer; a CertainTeed SELECT ShingleMaster™; an authorized installer for IB single-ply membranes; and a member of the National Roofing Contractors Association (NRCA), National Association of the Remodeling Industry (NARI), and Roofing Contractors Association of California (RCAC). “We’ve worked on thousands of homes and buildings over the years, and we put the same amount of dedication and skill into every job,” says Mr. Lopez.

COMPANY PHILOSOPHY

“We’re experts in identifying and solving roofing and waterproofing problems. Our helpful and knowledgeable staff makes every effort to provide our customers with the best service. We provide solutions.”

EXCERPTED SURVEY RESPONSES

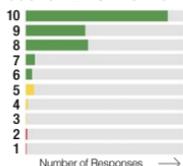
“They are very honest and trustworthy. I have a good feeling about their workmanship. I would recommend them to anyone.”—Pearl G.

“I liked the quality of the work they did.”—Bill M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **418** random customer surveys since July 2003

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 748858
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ADVANCED ROOFING SERVICES, INC.

(510) 592-4978

Serving Alameda County



WEBSITE

www.advancedroofingsvcs.com

EMAIL

advancedroofs337@att.net

MANAGER

Dave Lopez, Owner
April Hartness, Administrator

SERVICES

Tar & Gravel Specialist
Roof Replacement, Including
Composition Shingle, Tile &
Wood Shake
Roof Maintenance

HOURS

Mon – Fri: 7am – 3pm
Sat – Sun: By Appointment Only

CREDIT CARDS

MasterCard Visa

GUARANTEES

5-Year Workmanship Warranty
Manufacturers' Warranties

CERTIFICATION/TRAINING

CertainTeed SELECT ShingleMaster™
GAF Factory Certified Contractor
Certified IB Roof Systems Installer

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/280

YORKSHIRE ROOFING OF NORTHERN CALIFORNIA INC. DBA ROOFMAX

(510) 564-7920

Serving Alameda and
Contra Costa Counties



WEBSITE

www.roofmax.net

EMAIL

service@roofmax.net

MANAGER

Kenny Falconi, Owner

SERVICES

Residential Roofing Roof Repairs
Blown-in Insulation Gutter Systems

HOURS

Mon – Fri: 8am – 5pm
Other: By Appointment

CREDIT CARDS

Amex, MasterCard, Visa
Financing Available

GUARANTEES

Lifetime Warranty on Select Products

CERTIFICATION/TRAINING

GAF Master Elite™ Roofer
Owens Corning Platinum Preferred
Contractor
Authorized Installer for IB Single-Ply
Membranes
Top of the House Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/860

Yorkshire Roofing of Northern California Inc. DBA Roofmax provides a wide range of roofing services for residential and commercial clients in Alameda and Contra Costa Counties. The company has the capabilities to work with all types of roofing materials, from composition shingles and standing seam metal to stone-coated steel and low-slope/flat roofing, and it also has the training and equipment to install insulation, gutters, downspouts, skylights, and more.

Owner Kenny Falconi credits much of Roofmax’s success to its detail-oriented approach to roofing work. “We strive to go above and beyond what most roofing companies offer, and paying attention to details is an important part of that,” he says. “Whether it’s keeping jobsites clean throughout every phase of work to following up with customers to make sure they’re happy, everything we do is geared toward providing a positive experience.”

Roofmax is known for its comprehensive project management services, which include assigning a manager to every job to ensure the work is progressing smoothly. “We’re large enough to provide project management and ensure our clients get quality service, but we’re also small enough to ensure they don’t get lost in the shuffle,” explains Mr. Falconi. “Ultimately, this allows us to make sure each roof we install looks great and functions properly in all situations.”

COMPANY PHILOSOPHY

“We’re a very conscientious company, and we take a artful approach on every job to achieve the best results. By combining proper safety techniques and industry-best installation procedures, we’re able to ensure each customer receives a high-quality roofing system.”

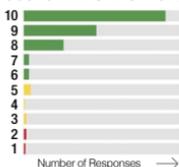
EXCERPTED SURVEY RESPONSES

“Everything went smoothly. They started and finished on time, and they did a good job.”—T. M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **323** random customer surveys since March 2006

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 841422
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

PRI-Premiere Roofing Inc. provides a wide range of roofing services for residential and commercial clients throughout the East Bay. In addition to replacing, repairing and maintaining all types of roofing systems (including composition shingle, tile, metal, wood shake and flat), the company can assist with waterproofing homes and businesses.

Owner Agapito Chavez-Reyes credits much of PRI-Premiere Roofing's success to its honest, customer-oriented approach to roofing work. "It all starts with honesty for us," he affirms. "We never push our clients toward anything—we present our proposals with itemized lists of what they can expect. We're very specific about what our customers are getting on their roofs, and they really appreciate that level of straightforwardness."

PRI-Premiere Roofing emphasizes clear communication throughout every phase of the roofing process, which Mr. Chavez-Reyes says is important for giving clients peace of mind. "From the moment we get the initial phone call, we stay in constant communication with the customer and make sure all of their questions or concerns are immediately addressed. When it comes to service and follow-through, we pride ourselves on going above and beyond."

COMPANY PHILOSOPHY

"We know our clients' homes and businesses are huge investments for them, so we treat each property as if it was our own, with the utmost care and respect. Our motto is, 'Roofing to build a better tomorrow,' and that doesn't just apply to the buildings we work on—it's also about how we protect our clients every step of the way."

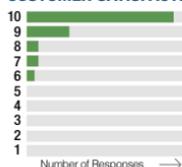
EXCERPTED SURVEY RESPONSES

"Where should I start? They were on time, on budget and absolutely clean. They did beautiful work. Experts!"—Lydia G.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **57** random customer surveys since November 2018

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 1017017
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

PRI-PREMIERE ROOFING INC.

(510) 398-0072
(209) 208-4013



WEBSITE

www.pripremiereroofing.com

EMAIL

info@pripremiereroofing.com

MANAGER

Agapito Chavez-Reyes, Owner

SERVICES

Roof Replacement, Repair & Maintenance; Waterproofing; Composition Shingle, Tile, Metal & Wood Shake Roofs; Flat Roofs, Including TPO & PVC Membrane; Roof Coating, Including Silicone & Elastomeric

HOURS

Mon – Fri: 7am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

10-Year Warranty on Completed Roofs
1-Year Warranty on Repairs
Manufacturers' Warranties on Products

BRANDS

GAF, CertainTeed, Owens Corning, Mule-Hide Products

CERTIFICATION/TRAINING

GAF Master Elite Roofing Contractor, GAF Certified Weather Stopper® Roofing Contractor, Owens Corning Preferred Contractor, CertainTeed SELECT ShingleMaster™, Mule-Hide Warranty Eligible Contractor, Tile Roofing Institute Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2507

BEN'S ROOFING, INC.

(510) 606-8793

Serving the Greater Bay Area



Ben's Roofing recently completed this roofing project.

WEBSITE

www.bensroofing.com

EMAIL

gustavo@bensroofing.com

MANAGER

Gustavo Guerrero, President

SERVICES

- Roof Repairs
- Roof Maintenance
- Roof Replacement
- Gutter Installations
- Skylight Replacement

HOURS

Mon – Fri: 8am – 5pm

GUARANTEES

5-Year Warranty on New Installations

CERTIFICATION/TRAINING

- CertainTeed SELECT ShingleMaster™
- EPA Lead-Safe Renovator
- EPA Lead Dust Sampling Technician
- NRCA Certified Torch Applicators

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2119

Ben's Roofing, Inc. provides a wide range of roofing services for residential and commercial clients throughout the Greater Bay Area. In addition to replacing, repairing, and maintaining roofs on everything from single-family homes to multi-unit apartments and commercial properties, the company has the training and equipment to install gutters, skylights, roof hatches, and other roofing accessories.

President Gustavo Guerrero says Ben's Roofing's emphasis on clear communication throughout every step of the roofing process has been an important aspect of its success. "Many people are apprehensive about having new roofs installed because they're afraid something will go wrong. To alleviate those concerns, we walk our clients through the entire process and make sure they have a complete understanding of what's going to happen from beginning to end."

Ben's Roofing backs every new installation with a comprehensive five-year warranty. "Also, to put our clients' minds at ease, we don't accept payment in full until all work is complete," adds Mr. Guerrero. "Our goal is to provide every customer with the best long-term solution to their roofing issues."

COMPANY PHILOSOPHY

"We take great pride in our work and approach every project with professionalism and honesty. By following through and delivering exactly what we promise, we're able to develop and maintain long-term relationships with our clients that are based on mutual respect."

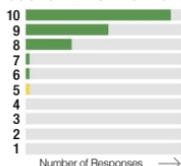
EXCERPTED SURVEY RESPONSES

"They were very professional and they communicated with me. They were complete in their paperwork and very timely and prompt in doing the work. They had excellent follow-through and they know their business very well."—Elaine P.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **155** random customer surveys since January 2014

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 968197
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Star Rooter and Plumbing, Inc. provides a wide range of residential and commercial plumbing services for clients in Alameda County and parts of Contra Costa County. In addition to offering 24-hour emergency plumbing (with no extra charges on weekends and evenings), the company cleans sewers and drains and handles trenchless sewer repiping. It guarantees its service professionals will provide prompt service and arrive onsite in 45 minutes or less.

Owner Fred Ramos has been in the plumbing industry for more than a decade, and he's grown Star Rooter and Plumbing from a two-person company into a full-scale plumbing firm with 15 employees and 10 trucks. Mr. Ramos credits his company's success to its dedicated employees. "Our plumbers are nice, organized and knowledgeable," he says. "They work fast and know how to keep our customers happy."

To add to Star Rooter and Plumbing's reputation for exceptional service, Mr. Ramos personally inspects every job before it's completed. "It's important that our employees keep jobsites tidy and work hard for our clients," he says. "I inspect every phase of the work, so our customers can expect to receive top-notch service."

COMPANY PHILOSOPHY

"Customer service is our top priority. That means we take care of our clients in the best manner possible. We listen to them, examine their problems, explain their options and then give them the best possible prices. We tailor our services to what our clients want and need, and we always do our best to please them."

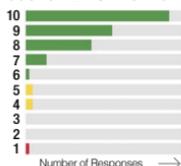
EXCERPTED SURVEY RESPONSES

"They were just on the ball with everything. They were very professional all the way and they got it done. They did a great job. I've already recommended them to several people."—Barbara C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **195** random customer surveys since February 2011

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 884481
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

STAR ROOTER AND PLUMBING, INC.

(510) 402-5764

Serving All of Alameda County and Portions of Contra Costa County



WEBSITE

www.starrooter.com

EMAIL

contact@starrooter.com

MANAGER

Fred Ramos, Owner

SERVICES

Residential Plumbing
Sewer & Drain Cleaning
Trenchless Sewer Repiping
Camera Inspections
East Bay MUD PSL Certificates
Copper Repiping & Water Heaters
Commercial Services

HOURS

24/7 Emergency Service
Call for an Appointment

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

15

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1732

PIPE SPY INC.

(510) 493-7957

Serving Alameda and
Contra Costa Counties

WEBSITE

www.pipespy.com

EMAIL

moneypenny@pipespy.com

MANAGER

Heiko Dzierzon, Paul Cooper
and Manuel Madrid, Owners

SERVICES

Trenchless Pipe Replacement
Camera Pipe Inspections
Sewer Diagnostics
Service & Repair

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Discover, MasterCard, Visa

GUARANTEES

3-Year Warranty on All Jobs

EMPLOYEES

17

CERTIFICATION/TRAINING

PACP Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2021

Pipe Spy Inc. uses state-of-the-art equipment to perform trenchless sewer replacements and camera inspections for residential and commercial clients in Alameda and Contra Costa Counties. The company also provides various sewer diagnostic and repair services, and it utilizes its expertise in all areas of sewer compliance to help resolve sewer boundary issues with neighbors and city agencies.

Owners Paul Cooper and Heiko Dzierzon established Pipe Spy Inc. after noticing a growing need for sewer lateral repair and replacement for Bay Area homeowners. “We used to install sewers the old-fashioned way—by digging big trenches across property lines—but after only two years of operations, we saw technological advancements like pipe bursting and knew the industry had to change,” explains Mr. Cooper. “We worked with local officials to bring those benefits to Bay Area homeowners. Trenchless technology lowers the cost of sewer replacement by 50 percent or more, and it has become the new standard for the way sewers are replaced.”

Pipe Spy Inc. emphasizes clear communication with its clients throughout every step of their sewer projects, which Mr. Dzierzon says is important for establishing their needs and effectively solving their problems. “When we take the time to solve a customer’s problem, they feel like they’ve received an exceptional value, which is a key component of the relationship. Even if we don’t have a solution in-house, we’ll point them in the right direction.”

COMPANY PHILOSOPHY

“We strive for competence in action, from how we engage with our customers to how we perform our work. We work together for our clients, our employees and the company, so our goal is 100 percent customer satisfaction in every situation.”

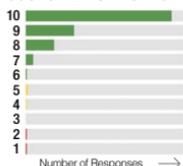
EXCERPTED SURVEY RESPONSES

“They took care of the issue right away.”—Max J.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 225 random customer surveys since May 2013

CUSTOMER SATISFACTION



↑
More Satisfied
↓
Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 754966
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Aqua Stat Plumbing, Inc. provides a wide range of plumbing services for residential and commercial clients in Alameda, San Mateo, and San Francisco Counties. The company has the in-house capabilities to handle everything from routine plumbing installations and repairs to trenchless sewer replacements and sewer lateral projects, and its technicians are available 24/7 to deal with emergencies.

Owner Oscar Sanchez says Aqua Stat Plumbing's honest, straightforward approach to the plumbing process has allowed the company to build a loyal clientele base. "We get a lot of referrals from past customers, and one of the biggest reasons for that is our honesty. There are no ifs, ands or buts when it comes to delivering what we promise—we do everything correctly the first time, and our clients really appreciate that."

Aqua Stat Plumbing focuses on educating its customers about their plumbing systems so they know how to avoid expensive problems in the future. "We take the time to explain our work so we can give our clients a better idea of what to expect throughout the process," says Mr. Sanchez. "They know that if they ever need anything, we'll be there to take care of them."

COMPANY PHILOSOPHY

"Our customers' needs are of the utmost importance to us, so we make sure we're always providing high-quality work that meets and exceeds their expectations. By combining our industry knowledge with superior craftsmanship, we're able to achieve first-rate results."

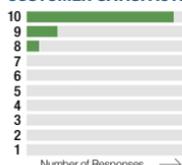
EXCERPTED SURVEY RESPONSES

"They were thorough, responsible and honest. I had a very positive experience with Oscar. He made sure to come back to get the job done and he stuck to his original quote."
—Andy R.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **31** random customer surveys since July 2018

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 1042922
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

WEBSITE

www.asplumbingsolutions.com

EMAIL

instanthotwater@asplumbingsolutions.com

MANAGER

Oscar Sanchez, Owner

SERVICES

Plumbing Installation & Repair
Trenchless & Conventional Sewer Repair & Replacement
Sewer Lateral Repair
Tankless & Conventional Water Heater Installation & Repair
Drain Cleaning
Circulating Pumps & Controls
Plumbing for Bathroom Remodels

HOURS

Mon – Sat: 9am – 5pm
Sun: Closed
24/7 Emergency Service Available

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

5-Year Warranty on Trenchless Sewer Repairs
90-Day to 3-Year Warranty on Plumbing Repairs

BRANDS

Munchkin, State, Raypak, Bradford White, GE, Noritz

EMPLOYEES

5

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2499

SCHICKER LUXURY SHOWER DOORS, INC.

(925) 676-5040

Serving the San Francisco Bay Area



WEBSITE

www.schickershowerdoors.com

EMAIL

info@schickershowerdoors.com

MANAGER

Peter Schicker, President
Joe Matthews, General Manager

SERVICES

Custom Shower Door & Glass
Manufacturing & Installation

HOURS

Mon – Thu: 8am – 5pm
Fri: 8am – 4pm
Sat: 10am – 2pm

CREDIT CARDS

Amex, MasterCard, Visa

GUARANTEES

1-Year Warranty on Materials & Labor

BRANDS

Alumax, Fleurco, Schicker

EMPLOYEES

22

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2323

Schicker Luxury Shower Doors, Inc. designs, manufactures, and installs shower enclosures for residential and commercial customers throughout the Bay Area. In addition to installing shower doors that feature a wide variety of glass patterns, metal finishes and hardware designs, the company can create custom enclosures that are built to clients' exact measurements and specifications.

President Peter Schicker established Schicker Luxury Shower Doors in 1980 after noticing a growing need in the bathroom remodeling market. Since then, the company has developed into a prosperous enterprise, with more than 20 employees and a fleet of fully stocked installation vans. Today, its products can be viewed in remodeling showrooms throughout the Greater Bay Area.

Schicker Luxury Shower Doors continuously invests in products, equipment and staff training to stay up-to-date with the bathroom design industry's latest trends. "We're especially diligent about keeping up with installation techniques because they ensure the overall quality of our products," says General Manager Joe Matthews. "All the extra steps we take are worth it when the end result is a beautiful glass shower enclosure that's built to last for many years."

COMPANY PHILOSOPHY

"Our goal has remained the same for more than three decades: make every customer a repeat customer. We've been able to achieve that by providing high-quality products, craftsmanship and customer service while maintaining industry-best installation standards. Our continued commitment to excellence ensures a positive experience for each client."

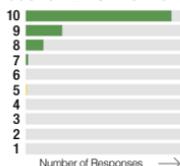
EXCERPTED SURVEY RESPONSES

"They were professional. I loved their designs and they were timely with their services."—Marvin C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **173** random customer surveys since January 2016

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 527157
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

IRC All Siding is a general contracting firm that has been repairing and replacing exterior siding for residential and commercial properties throughout the Bay Area since 1989. The company has expertise in fixing all types of siding damage—from water and weather to dry rot and termites—and its forensic investigation capabilities allow it to effectively identify siding problems and determine the best courses of action to take.

Owner Peter Katsafouros has been involved in the construction industry since he was 15 years old. Mr. Katsafouros says his contracting experience and general knowledge of architecture give him a distinct advantage when it comes to understanding how houses are constructed and recognizing where they're most likely to fail.

IRC All Siding's employees are personally trained by Mr. Katsafouros to ensure the same level of quality is maintained across all aspects of a project. The company's technicians provide free onsite assessments and repair estimates, and a site foreman is present on every job to address clients' questions and concerns. For more information or to see photos of past work, Mr. Katsafouros invites potential clients to visit www.irc-construction.com.

COMPANY PHILOSOPHY

"We take great pride in our work, and we're personally invested in every project we undertake. We understand the importance of maintaining a home's exterior, so we work hard to deliver end results that exceed our customers' expectations. We're 100 percent responsible for all the work involved in a siding project—if there's ever a problem, our clients know who to call."

EXCERPTED SURVEY RESPONSES

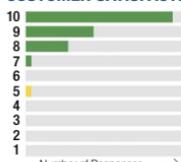
"They were honest, straightforward, and they had some good creative suggestions."—Shelby A.

"They do an excellent job and go beyond the call of duty."—Dennis H.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **95** random customer surveys since May 2004

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 567046
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

IRC ALL SIDING

(800) 559-0492

Serving All Bay Area Counties



A tear down and new exterior project by IRC All Siding

WEBSITE

www.irc-construction.com

MANAGER

Peter Katsafouros, Owner

SERVICES

Dry Rot
Flashing
Forensic Investigation
New Windows
Restoration/Repair
Siding
Termites
Water Damage

HOURS

Service Available 24/7
Call Toll-Free Number

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/416

FAST BANNERS AND SIGNS

(510) 256-3782

29400 Kohoutek Way, Ste 130
Union City, CA 94587

Serving the Greater Bay Area



WEBSITE

www.fastbannersandsigns.com

EMAIL

fastbannersandsigns@gmail.com

MANAGER

Zaz Khan, Owner

SERVICES

Large Format Digital Printing
Banners, Posters & Signage
Vehicle & Storefront Lettering
A-Frame Signs
Window Graphics
Real Estate Signs
Magnetic Signs

HOURS

Mon – Thu: 9am – 5:30pm
Fri: 9am – 1pm,
2:30pm – 5:30pm
Sat: 10am – 2:30pm
Sun: Closed

CREDIT CARDS

Amex, Discover, MasterCard, Visa

BRANDS

3M Products, Avery, Arlon Products,
Dibond

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2495

Fast Banners and Signs provides a wide range of large format digital printing services for residential and commercial clients throughout the Greater Bay Area. In addition to designing and printing all types of banners, posters, and signs at its Union City facility, the company has the training and equipment to perform specialized work like storefront lettering and window graphic application.

Owner Zaz Khan says his background in graphic design has played an important role in differentiating Fast Banners and Signs from its competition. “I really enjoy the artistic element of my work. When a customer comes in and doesn’t really know what they want, it’s fun to show them different options and come up with a quality design that makes people take notice.”

Fast Banners and Signs is known for its honest approach to the digital printing process, which Mr. Khan says has been crucial for building a loyal clientele base. “I always show my customers how they can save money, like removing the age from a ‘Happy Birthday’ banner so they can use it again. They really appreciate that type of honesty, so when their friends or family members need similar services, they’re happy to recommend us.”

COMPANY PHILOSOPHY

“My goal on every job is simple: give the customer exactly what they want with a quick turnaround time and a fair price. Whether they’re looking to advertise a service or celebrate a loved one, I can help them create a layout that will reach their audience and get their message across.”

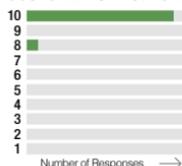
EXCERPTED SURVEY RESPONSES

“I’ve referred other people to Zaz. He does a really good job and he’s been around for a while. I’ve never had to wait and he’s very friendly. The quality of his work stands out. I’ve used him many times.”—Paula



DIAMOND CERTIFIED RATINGS DASHBOARD based on **14** random customer surveys since May 2018

CUSTOMER SATISFACTION



↑
More Satisfied
↓
Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

Sierra Roofing & Solar designs and installs solar systems and replaces, repairs, and inspects a wide variety of roofing systems for residential and commercial clients throughout the East Bay. The company has access to all major brands and sizes of solar panels and roofing materials, which allows its technicians to quickly handle emergency repairs and make sure every installation job is as seamless and stress-free as possible for the property owner.

President Jeff Basch says one of Sierra Roofing & Solar's biggest attributes is its dedication to providing exceptional customer service throughout every phase of its customers' projects. "Our customer service starts the moment a person calls our office and continues until their solar or roofing job is complete. We do everything we can to help our customers, from educating them about all their options to providing a 100 percent 'leak free' guarantee."

Sierra Roofing & Solar requires all its solar and roofing technicians to attend rigorous training programs so they can remain up-to-date on the industry's latest techniques and technological advancements. Mr. Basch says this comprehensive approach to employee training ensures consistently excellent repairs and installations. "Our team is fully committed to completing every project as efficiently as possible, on time and on budget."

COMPANY PHILOSOPHY

"We understand that in order to keep consistent with our vision of providing high-quality work, we must keep our training and service at an exceptional level. Our goal is to provide the best possible experience for each client and help them generate their own power while decreasing their impact on the environment."

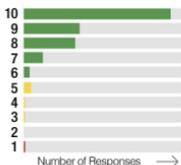
EXCERPTED SURVEY RESPONSES

"Everything is at the top of the scale. Everything they did was right on."—George D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **198** random customer surveys since December 2011

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 835854
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

SOLAR

SIERRA ROOFING & SOLAR

(510) 244-2720

Serving Alameda and Contra Costa Counties



WEBSITE

www.sierraroofting.com

EMAIL

customerservice@sierraroofting.com

MANAGER

Jeff Basch, President
Sean O'Brien, General Manager

SERVICES

Residential & Commercial Roofing
Solar System Installations
Rain Gutters
Repairs, Inspections & Preventative Maintenance Programs

HOURS

Mon – Fri: 7am – 5pm
Sat – Sun: By Appointment

CREDIT CARDS

Amex, MasterCard, Visa
PACE Program, Green Sky Financing Available

GUARANTEES

1-Year Warranty on Repairs
10- to 25-Year Warranty on New Roofs & PV Solar Systems

CERTIFICATION/TRAINING

CertainTeed SELECT ShingleMaster™
GAF Master Elite™ Roofer

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1797

YOUR ENERGY SOLUTIONS

(888) 928-1425

6979 Sierra Court
Dublin, CA 94568

730 Camino Ramon, Ste 180
Danville, CA 94526

2189 Monterey Rd, Stes 28-240
San Jose, CA 95125



WEBSITE

www.yourenergysolutions.com

EMAIL

info@yourenergysolutions.com

MANAGER

Jim Gitas, CEO

SERVICES

Solar Electric System Installation
Energy Efficiency Remodeling,

Including: Whole House Fans and Installation, Solar Attic Fans and Installation, Attic Insulation, Radiant Barrier Insulation, Electric Vehicle Chargers and Charging Outlets

HOURS

Dublin and San Jose

Mon – Sun: By Appointment Only

Danville

Mon – Fri: 9:30am – 5pm

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2444

Your Energy Solutions designs and installs solar energy systems for residential and commercial clients throughout the Greater Bay Area. The company has the in-house capabilities to handle every step of the solar process (including solar panel level monitoring), and it has three showrooms in Pleasanton, Danville, and San Jose where customers can view panels, inverters, and energy-efficient products like heat pumps and whole house fans.

CEO Jim Gitas credits much of Your Energy Solutions' success to its customer-oriented business practices. "When we earn a client's business and install their solar system, that's not the end of the relationship—we're available whenever they need us," he says. "Happy customers are responsible for our growth, so we treat each client the way we'd want to be treated and make sure they have a great experience."

Your Energy Solutions prioritizes quality control throughout every project, from validating measurements during the site survey process to using high-resolution cameras to document the course of the installation. "In order to help our customers achieve the ROI they expect, we focus on quality control before, during and after their projects," explains Mr. Gitas. "At the end of the day, we want them to know they selected the right company."

COMPANY PHILOSOPHY

"Our goal is to make our clients happy, so we always do right by them and give them exactly what they need. By communicating clearly and utilizing our wide-ranging expertise, we're able to design solar systems that provide them with years of renewable energy."

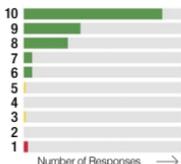
EXCERPTED SURVEY RESPONSES

"They delivered a quality service for a good price and I would use them again."—Dave N.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **126** random customer surveys since May 2017

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 928652
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Martinez Stair Company Inc. designs and installs custom wood stairs and staircases, railings, and stair parts and accessories for residential and commercial clients in Alameda and Contra Costa Counties. In addition to its comprehensive stair services, the company has the training and equipment to handle a variety of interior trim work, including crown moulding, baseboard installations and interior door replacement.

President Taro Martinez says Martinez Stair Company has been able to build a loyal clientele base because its technicians treat every home as if it was their own. “We’re very conscientious about staying clean while we’re working—we’ll do one small section of a staircase at a time to avoid making a mess or creating an unsafe environment. We want our customers to trust us completely, so we focus on being respectful and courteous throughout their projects.”

Martinez Stair Company prioritizes quality control in every aspect of its work, from the initial estimates to the finishing touches. “When we take on a job, we don’t leave in the middle to start another—we stay onsite until it’s finished,” says Mr. Martinez. “We pride ourselves on working closely with our clients to achieve their utmost satisfaction from beginning to end.”

COMPANY PHILOSOPHY

“Our goal has always been complete customer satisfaction, and we accomplish that by emphasizing promptness, cleanliness, open communication, and beautiful craftsmanship on each project. We like to say ‘perfect is good enough,’ which means we do the absolute best job we can do, regardless of the size or scope of the work.”

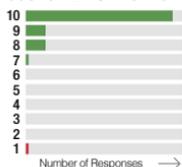
EXCERPTED SURVEY RESPONSES

“They are very reliable and I would be happy to use them again.”—Rich S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **68** random customer surveys since July 2017

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 848380
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

MARTINEZ STAIR COMPANY INC.

(510) 250-2735

Serving Alameda and Contra Costa Counties



Taro Martinez, President

WEBSITE

www.martinezstairco.com

EMAIL

taro@martinezstairco.com

MANAGER

Taro Martinez, President

SERVICES

- Custom Wood Stairs & Staircases
- Stair Parts & Accessories
- Wood Railings
- Metal Railings
- Cable Railings
- Interior Trim Work
- Baseboard Installation

HOURS

Mon – Fri: 7am – 4pm

GUARANTEES

1-Year Warranty on All Work

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2450

CLASSIC POOLS

(510) 431-2588

(925) 201-6120

Serving All of the Bay Area



WEBSITE

www.classicpoolsinc.com

EMAIL

classicpools@gmail.com

MANAGER

Val Toland, Owner

SERVICES

Swimming Pool Construction
Remodeling and Renovation
Hillside Specialists
"Tough Site" Projects
Water Features
Spas

HOURS

Mon – Fri: 9am – 6pm

GUARANTEES

10-Year Warranty on New Pool Installations
Manufacturers' Warranties on Parts

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2253

Classic Pools designs and builds custom, in-ground swimming pools and spas for residential and commercial clients throughout nine Bay Area counties. The family-owned and operated company also performs pool remodeling and renovation work, from pool resurfacing and reshaping to adding features like spas, waterfalls, covers and ponds. Additionally, the company has a special expertise in hillside or "tough site" projects, and it's also able to build pools for commercial establishments like apartments and health clubs.

Owner Val Toland says Classic Pools' customers appreciate its ability to handle their projects from start to finish, as well as deal confidently with unforeseen complications. "With pool construction, there are many variables to be taken into account, as well as unexpected issues that come up, so it's important that a contractor knows how to manage these. By being upfront with customers and proactively addressing any problems, we're able to give them reassurance that they're in good hands."

In addition to handling its customers' needs throughout the building process, Mr. Toland says Classic Pools remains responsive long after the fact. "If there's a need or problem that arises down the road, customers can call us and we'll do what we can to help them, whether directly or by referring them to the right resources."

COMPANY PHILOSOPHY

"Most homeowners only build one pool in their lifetime, which is why we want to give each of our customers both a good experience and a quality product. By handling every step of the process, as well as communicating clearly and honestly with customers about their options, we're able to give them exactly what they're looking for and more."

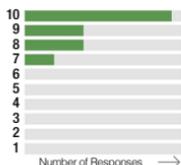
EXCERPTED SURVEY RESPONSES

"They're very professional, the quality is there and they were helpful if I had any questions."—Laura P.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **20** random customer surveys since April 2015

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied



"Would you use this company again?"

RATINGS STATUS

We declare that Classic Pools has passed all of the rating steps and has earned the Diamond Certified award, Certificate No. 2253.

David Pak

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 444077
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

The Pool Doctor has been servicing and repairing Bay Area pools and spas since 1956. The company provides full maintenance and upkeep, including cleaning, consultation and chemical treatment. Each pool is visited on a schedule that's customized to meet the client's needs.

Owners Gary and Kelly Heath are dedicated to keeping The Pool Doctor's long-standing reputation intact by providing the highest level of customer service and satisfaction in the pool and spa service industry. This commitment to excellence is shared by the company's staff, which has more than 120 years of combined experience. The Heaths provide continuous training throughout the year on new products and best practices to make sure their staff members and repair technicians continue to be the most knowledgeable in the field.

The Pool Doctor specializes in pool and spa automation and integration services, including automated chemical control, new iPhone applications and energy-efficient equipment that can reduce pool energy costs by up to 90 percent. As a licensed contractor, the company also offers VGB compliance and provides underwater repairs by utilizing a team of SSI (Scuba School International) Certified divers.

COMPANY PHILOSOPHY

"We strive to operate as the most dependable, reliable and knowledgeable business in our field. Our customers appreciate that we're a family-owned and operated business—we do our best to keep them happy, and if there's ever a problem, we work together to find solutions. Our employees have positive attitudes and a sense of pride in their work, and that's reflected by our customers, many of whom have been coming to us for decades."

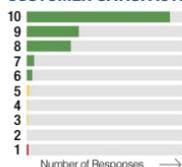
EXCERPTED SURVEY RESPONSES

"They seem to know what they're doing and they worked so hard to get the old pump to work. I'm very satisfied with the results."—Al T.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **422** random customer surveys since April 2005

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 973365
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

THE POOL DOCTOR

(510) 223-7537

4038 San Pablo Dam Rd
El Sobrante, CA 94803

3150 Danville Blvd, Ste C
Alamo, CA 94507
(By Appointment Only)



WEBSITE

www.thepooldoctors.com

EMAIL

info@thepooldoctors.com

MANAGER

Gary and Kelly Heath, Owners

SERVICES

Pool & Spa Service
Pool & Spa Equipment Installation
& Repair

HOURS

Mon – Fri: 8am – 4:30pm
(Or By Appointment)

CREDIT CARDS

Amex, Discover, MasterCard, Visa

CERTIFICATION/TRAINING

ENERGY STAR® Retailer
Certified Pool Spa Operator

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/671

HI TECH TERMITE CONTROL OF THE BAY AREA, INC.

(888) 322-8889

Serving the Entire Bay Area, including Alameda and Contra Costa Counties



HiTech
Termite Control
of the Bay Area Inc.

WEBSITE

www.hitechtermite.com

EMAIL

hitechtermite@gmail.com
info@hitechtermite.com

MANAGER

John P. Williams, Owner

SERVICES

Residential, Commercial & Industrial
Termite Inspection & Control
Escrow Inspection
Damage Repair
Fumigation
Environmentally-Friendly Treatments

HOURS

Mon – Fri: 8am – 5pm
Weekends: By Appointment

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

3-Year, Full-Structure Warranty With Microwave System or Tent Fumigation

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1213

Hi Tech Termite Control of the Bay Area, Inc. uses advanced technology and environmentally-friendly, state-approved chemicals to combat termite infestations in Bay Area homes, businesses and industrial properties. The company provides standard fumigation services, but it also employs microwave technology that allows it to eradicate termites without tenting a property or removing its furnishings. Other services include structural damage repairs, escrow inspections and annual maintenance programs.

Owner John Williams took over operations of Hi Tech Termite Control of the Bay Area in 2002. Mr. Williams has always believed that excellent customer service is a must in any business. He has been a part of the pest control industry since 1994. “I realized that termite control was a basic, necessary service,” he explains. “I just knew I had to be a part of it.”

Hi Tech Termite Control of the Bay Area offers a three-year, full-structure warranty that covers damage caused by all species of termites and wood-boring beetles. The warranty also protects against new infestations that may appear during the original warranty period.

COMPANY PHILOSOPHY

“We take an integrated approach to protecting our clients’ homes from termites and other wood pests. Our ability to use both traditional and advanced technology gives us a distinct advantage, which we use to provide the best possible service for our customers.”

EXCERPTED SURVEY RESPONSES

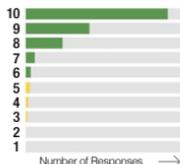
“They’re knowledgeable and they communicate well. John is very easy to get a hold of and responsive.”—Alice N.

“[I like] the manner in which they treat people; they seem to do a good job. I’ve had no problems.”—Mrs. R.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **324** random customer surveys since January 2008

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 4138, 10185
- ✓ Current Complaint File
- ✓ Business Practices

Pacific Coast Termite is a family-owned and operated business that uses orange oil to rid homes of destructive, unwanted pests.

The company serves residential and commercial clients throughout Northern California, and it also has offices in Southern California. In addition to handling infestation removal, it offers preventive pest control treatments to help defend against future invasions.

Pacific Coast Termite specializes in the use of XT-2000® Orange Oil, a naturally occurring essential oil that's made from orange rinds and contains an active ingredient called d-limonene. According to the company, when orange oil is injected directly into infested areas, it eradicates termites and their eggs on contact.

Pacific Coast Termite also offers alternative pest control products, including Bora-Care®, which is formulated for the interior and exterior control of subterranean termites, drywood termites, wood destroying beetles, and decay fungi. The company's inspectors provide complimentary, thorough inspections of buildings and homes, detailed reports of their findings, and recommendations for treatment and pricing.

COMPANY PHILOSOPHY

"We pride ourselves on our professionalism and environmental approach to termite and pest removal. We respect our customers' homes and take care to protect their belongings while we work. Our goal is to offer our customers thorough, effective termite and pest control by using the most advanced techniques and methods available and providing the utmost in professional service."

EXCERPTED SURVEY RESPONSES

"They are prompt and courteous. They have good explanations and they walk you through everything. They are very thorough."

—Kim L.

TERMITE CONTROL

PACIFIC COAST TERMITE

(510) 621-3974
(877) 616-9421

Serving Northern California



WEBSITE

www.pacificcoastermite.com

EMAIL

Danny@pacificcoastermite.com

MANAGER

Joseph Grande, Manager
Danny Wilson, Manager

SERVICES

Free Inspections & Estimates
(Restrictions Apply: \$350 Fee for Inspection if Home is For Sale or in Escrow)

Termite, Pest & Rodent Control
Pest Control Insulation

HOURS

Mon – Sat: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

2-Year Standard Warranty Against Re-Infestation

Extended Warranties Available

EMPLOYEES

100+

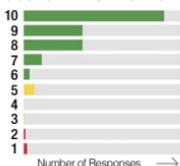
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1624



DIAMOND CERTIFIED RATINGS DASHBOARD based on **365** random customer surveys since February 2010

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 5139
- ✓ Current Complaint File
- ✓ Business Practices

DERRICK TRACEY CUSTOM TILE & MARBLE

(510) 244-2231

Serving Alameda
and Contra Costa Counties



Derrick Tracey, Owner

MANAGER

Derrick Tracey, Owner

SERVICES

Tile Work
Kitchen & Bathroom Tile Installations
Bathub & Shower Tile Renovations
Kitchen Backsplashes

HOURS

Mon – Fri: 8am – 5pm

GUARANTEES

5-Year Warranty on Labor

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2255

Derrick Tracey Custom Tile & Marble performs a wide range of tile work for kitchen and bathroom remodeling projects in Alameda and Contra Costa Counties. The company works on everything from kitchen backsplashes to bathtub tile replacements, and it backs all its labor with a five-year warranty.

Owner Derrick Tracey says his creative, hands-on approach to tile work has been an important aspect of his company's success. "I do all the work myself and I really enjoy what I do, so I'm able to consistently come up with nice designs and turn them into quality products. My clients really appreciate the creative touches I add to their projects."

Derrick Tracey Custom Tile & Marble can also accompany its clients to tile showrooms and help them choose the right materials for their remodeling projects. "It can be overwhelming to walk into a showroom and see all the options that are available, so I talk my clients through the process and make sure they get exactly what they want," says Mr. Tracey. "By being involved from start to finish, I'm able to make everything go as smoothly as possible."

COMPANY PHILOSOPHY

"My goal is to make things easy for my clients, so I focus on doing every job right the first time and ensuring they're completely satisfied with my work. Ultimately, I want to leave every customer with a beautiful tile job that makes them happy."

EXCERPTED SURVEY RESPONSES

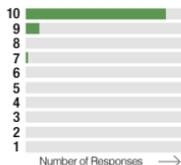
"He gave us very good ideas. We thought we knew what we wanted, but his suggestions were out of this world, so we went with a majority of them. He's really creative."—Tim V.

"I like his attention to detail and suggestions. He did a great job and I'm satisfied with everything."—Patti F.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **69** random customer surveys since April 2015

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ State License No. 680326
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Artisan Tree Trimmers has been reshaping Bay Area clients' landscapes since 1987. Owner Gary "Phoenix" Gilliam is a Certified Arborist and considers his trade an art form, with trees as his palette and the landscape as his canvas. He says he uses his decades of industry experience and a natural eye for artistry to enhance trees' beauty and architecture through meticulous pruning and care. "I enjoy the challenge of repairing wildly overgrown or poorly pruned trees, and I continually amaze clients who never realized how beautiful their trees could look."

Mr. Gilliam trims customers' trees by himself, which keeps his overhead costs low and allows him to pass the savings on to his clients. He's happy to consult with customers, make recommendations and work to completely transform their treescapes.

Artisan Tree Trimmers can also diagnose and treat ailing trees and remove trees and stumps. Its crew members are easygoing and friendly, says Mr. Gilliam. "They show up on time and work quickly, and they take conscientious care to protect any flowers, plants and wildlife on a client's property." The company also offers 24-hour emergency tree service.

COMPANY PHILOSOPHY

"I love what I do, and it shows in the enthusiasm with which I approach every job. My goal is to beautify a customer's property in a way that suits their personality and sense of style; to create a beautiful, peaceful environment that's a joy to come home and see."

EXCERPTED SURVEY RESPONSES

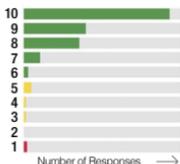
"They were really good, punctual, neat, and they cleaned up everything. I would use them again. They did a really good job."—Rochelle P.

"They were extremely careful with my tree and I really liked the way it turned out."—Ann M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **275** random customer surveys since March 2008

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 703538
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ARTISAN TREE TRIMMERS

(510) 747-8986
(925) 386-6983
(650) 530-0974
(408) 782-4952

Serving Alameda, Santa Clara and San Mateo Counties



Gary "Phoenix" Gilliam is owner of Artisan Tree Trimmers.

WEBSITE

www.artisantreetrimmers.com

EMAIL

phoenix4358@gmail.com

MANAGER

Gary Gilliam, Owner

SERVICES

- Fine Garden Pruning
- Tree Diagnosis & Treatment
- Tree & Stump Removal
- Tree Trimming
- Treescape Consulting

HOURS

Sun – Sat: 7am – 10pm
 24-Hour Emergency Service

EMPLOYEES

9

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1315

ARBORWORKS, INC.

(510) 651-8733
(866) 936-8733
(408) 287-8733
(650) 988-8733

Serving the Greater Bay Area



WEBSITE

www.arborworksinc.com

EMAIL

info@arborworksinc.com

MANAGER

Don A. McIntyre, Owner/President

SERVICES

Full-Service Tree Care:	Consulting
Insect & Disease Control	Pruning
Planting & Transplanting	Fertilizing
Soil Analysis & Therapy	Removal
Plant Health Care	
Tree Evaluations	
Tree Risk Assessment	
Tree Protection Plans for Construction Work	

HOURS

Mon – Fri: 8am – 5pm
 Emergency Service Available 24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

15

CERTIFICATION/TRAINING

ISA Certified Arborist
 ISA Certified Tree Workers

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1485

ArborWorks, Inc. provides comprehensive tree care services for a variety of Greater Bay Area clients, including residences and estates, corporations and commercial properties, construction sites, golf courses and country clubs, and municipalities and parks. The company offers tree removal and stump grinding, pruning, organic fertilization and soil amending, disease and insect control, cabling and bracing, planting and transplanting, risk assessment, and more.

President Don McIntyre is an ISA Certified Arborist who’s spent more than 40 years preserving trees in urban settings across the United States. He started his own tree care business in Texas in 1972 and expanded to California in 1986. Mr. McIntyre says he and his staff acknowledge their responsibilities as stewards of the environment and demonstrate their commitment by contributing to the preservation of trees for current and future generations.

ArborWorks provides its clients with written proposals designed to enhance the safety and health of their trees, from one-time prunings to ongoing maintenance for multiple properties. The company also offers 24/7 emergency service and tree inspections and consultations.

COMPANY PHILOSOPHY

“Our entire staff is committed to upholding the highest ethical standards and treating every customer with honesty and fairness. We value our clients and work tirelessly to exceed their tree care expectations.”

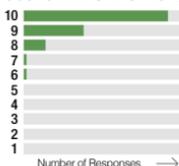
EXCERPTED SURVEY RESPONSES

“They were just professional. They did an excellent job. They exceeded my expectations. I would definitely recommend and use them again.”—Lori J.
 “[I liked] their responsiveness, their flexibility and that they did more than what the job asked for. They went above and beyond.”—S.F.H.A.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **85** random customer surveys since January 2009

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 879506
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Terry's Tree Service, Inc. provides a complete range of tree services for residential, commercial, and industrial clients in parts of Alameda and Contra Costa Counties. In addition to planting, trimming, shaping and removing all types of trees, the company offers specialized services that include yard cleanup, pet rescue, fire prevention, brush chipping, stump grinding and more.

Owner Terry Powell says much of Terry's Tree Service's success can be attributed to its responsive, interactive approach to the tree care process. "A huge part of tree work is being available to customers whenever they have problems. By getting to know our clients and talking to them on a regular basis, we're able to immediately respond to their issues and provide services that ultimately enhance their properties."

Terry's Tree Service is known for its comprehensive approach to worksite safety—it holds weekly meetings to promote awareness of general and specific job concerns, and all its technicians are thoroughly trained in industry-best safety techniques. "Our employee training is our number one safety tool," affirms Mr. Powell. "Each of our technicians is on the same page as far as making sure our tree work is as safe and effective as possible."

COMPANY PHILOSOPHY

"We genuinely care about our customers and treat them like family, and that has allowed us to develop and maintain a very loyal clientele base. By doing simple things like showing up on time and doing exactly what we say we're going to do, we're able to ensure high levels of customer satisfaction."

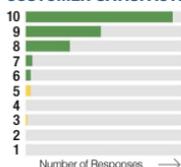
EXCERPTED SURVEY RESPONSES

"They're very knowledgeable and they knew what they were supposed to do. They made it simple and were easy to work with."—Ms. A.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 174 random customer surveys since March 2014

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 918146
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

TERRY'S TREE SERVICE, INC.

(510) 899-9478

Serving Alameda and Contra Costa Counties



Terry's Tree Service

WEBSITE

www.terrystreeservice.com

EMAIL

terrystreeserv@aol.com

MANAGER

Terry Powell, Owner
Diane Powell, Owner

SERVICES

Structural Pruning
Tree Removal
Stump Grinding
Trimming & Shaping
Yard Cleanup
Hazardous Tree Removal

HOURS

24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

28

CERTIFICATION/TRAINING

ISA Certified Arborist
Line Clearance Certification

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2144

911 REMEDIATION LLC

**(925) 750-8660
(510) 277-3777**

3049 Research Drive
Richmond, CA 94806
Serving Alameda, Contra
Costa, San Francisco,
Marin, San Mateo, Santa
Clara, Napa, Solano and
Sacramento Counties



The Fresh Start Company

WEBSITE

www.911remediation.com

EMAIL

sf@911restoration.com

MANAGER

Roe Erenshteyn,
Business Operations Manager

SERVICES

Water & Fire Damage Restoration
Mold Inspection & Remediation
Crawl Space Moisture Control

HOURS

Available 24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

5- to 10-Year Warranties on
Encapsulate Materials

CERTIFICATION/TRAINING

IICRC Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2273

911 Remediation LLC provides a complete range of water and fire damage restoration services for residential and commercial clients throughout the Greater Bay Area. The company has local offices in Richmond, Oakland and San Jose, and its technicians have the training and equipment to clean air ducts, perform mold inspection and removal, inspect crawl spaces, and more.

Business Operations Manager Roe Erenshteyn says 911 Remediation’s customer-oriented business practices have been important aspects of its success. “We understand that experiencing fire or water damage in a home or office can be frustrating, so we are always sympathetic about our clients’ situations and reassure them that we’ll take care of everything. Our professionalism and friendly demeanor help relieve a lot of stress for our customers, which they really appreciate.”

911 Remediation takes a full-service approach to remediation, from providing in-depth information before work begins to following up with clients after their projects are completed to make sure they’re satisfied. “By controlling every phase of remediation, we’re able to streamline the process and keep our customers well-informed,” says Mr. Erenshteyn. “We combine high levels of professionalism and customer service to determine the best course of action for each job.”

COMPANY PHILOSOPHY

“We’re a family-oriented company, and we treat each customer like they’re part of that family. Our clients’ health is our business, so we always make sure we’re there when they need us and do everything in our power to make their indoor environments safer and healthier.”

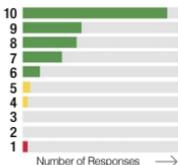
EXCERPTED SURVEY RESPONSES

“I thought they did a very professional job. They were very easy to work with and they followed up. They did a really good job.”—Marlene M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **135** random customer surveys since June 2015

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 937118
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Puronics Service, Inc. sells water treatment equipment manufactured by Puronics Water Systems, Inc. to residential and commercial clients throughout the Bay Area and beyond. The company's water conditioning, softening, filtering, reverse osmosis and disinfection/sterilization technologies are used for a wide variety of purposes, from pretreating water-using appliances for all types of businesses to improving household drinking systems and solving private well water problems.

General Manager Jeff Atkinson credits much of Puronics Service's success to its ability to provide high-quality products that effectively fulfill its clients' water treatment needs. "Our goal has always been to go above and beyond for our customers, and we accomplish that by providing great products and services at reasonable prices," he says. "We're deeply committed to improving our customers' water quality, and they really appreciate that."

Puronics is known as an innovator in the water technology industry, and its extensive list of developments includes products that perform specialized procedures such as ultraviolet disinfection and nanofiltration. "We've been an industry leader in water technology for more than 60 years, and our products are used by everyone from homeowners to Fortune 500 companies," says Mr. Atkinson. "Whether our clients have severe water problems or simply want to improve the taste of their drinking water, we can provide exactly what they need."

COMPANY PHILOSOPHY

"Our goal is to provide our customers with top-quality products that leave them 100 percent satisfied. From manufacturing, to our installation crews, to our customer service representatives, everyone who works here is committed to making sure each customer has a positive experience."

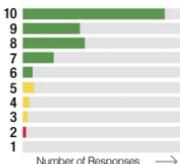
EXCERPTED SURVEY RESPONSES

"I would recommend them."—Bryan P.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **201** random customer surveys since December 2012

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 928595
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

WATER TREATMENT & SERVICE

PURONICS SERVICE, INC.

(510) 417-4902

Serving the Entire Bay Area and the Central Valley



WEBSITE

www.puronics.com

EMAIL

info@puronics.com

MANAGER

Scott Batiste, President
Jeff Atkinson, General Manager

SERVICES

- Carbon Filtration
- Reverse Osmosis Drinking Water
- Ultraviolet Disinfection or Sterilization
- Water Softeners
- Bacteriostatic Water Conditioning and Filtering
- Whole House Systems
- Drinking Systems
- Private Well Water Problems
- No-Salt Systems

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Limited Lifetime Warranty

CERTIFICATION/TRAINING

- EPA Certified Renovator, WQA Certified
- Water Treatment Professional, NSF Certified Drinking Water Treatment Units

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1950

SPRINGTOWN WELLNESS CENTER – JAG DHESI, D.C.

(925) 201-6195

947 Bluebell Dr

Livermore, CA 94551

(925) 201-6313

1081 Market Pl, Ste 100

San Ramon, CA 94583



WEBSITE

www.DrJagDhesi.com

EMAIL

springtownwellnesscenter@gmail.com

MANAGER

Dr. Jag Dhesi, Owner

SERVICES

Chiropractic Wellness, Corrective Exercises, Body Wraps, Nutritional Counseling, Massage Therapy, Customized Weight Loss Programs, Medical & Legal Evaluations for Auto Accidents & Workers' Compensation Claims, Laser-Like Lipo

HOURS

Livermore

Mon, Wed, Thu: 10am – 1pm

3pm – 7pm

Fri:

10am – 12pm

San Ramon

Tue: 2pm – 7pm, By Appt

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2135

Springtown Wellness Center provides a variety of health and wellness services for all types of patients at two locations in Livermore and San Ramon. In addition to offering treatments that range from chiropractic and massage therapy to lifestyle advice and nutritional counseling, the practice has the training and equipment to perform in-office exercises and detoxifying body wraps, set up customized weight loss programs, and more.

Owner Jag Dhesi, D.C. says Springtown Wellness Center's ability to tailor treatment plans to fit the needs of individual patients enables it to find successful solutions to unique problems. "We don't take a one-size-fits-all approach to wellness; rather, we treat every patient on an individual basis. By employing different combinations of techniques, supplements, equipment and procedures, we're able to alleviate our patients' symptoms and return them to normal health and functionality."

In addition to its in-house treatments, Springtown Wellness Center teaches patients corrective exercises that allow them to continue their treatments independently. As a Qualified Medical Evaluator, Dr. Dhesi is able to perform medical/legal evaluations and treat injuries associated with workers' compensation cases, auto accidents, and more. "I'm also an in-network preferred provider for most insurance companies," he adds.

COMPANY PHILOSOPHY

"We believe in giving each patient the same respect and quality care that we would give our own families. Our unique 'whole person' approach enables us to find the underlying causes of our patients' symptoms and accelerate their recoveries."

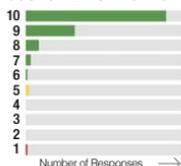
EXCERPTED SURVEY RESPONSES

"Dr. Dhesi is very friendly, down to earth, and he tells you how it is. They helped me out a lot."—Rick D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **131** random customer surveys since February 2014

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 3637
- ✓ State License No. 27413
- ✓ Current Complaint File
- ✓ Business Practices

Window-ology offers window covering products and services to residential and commercial customers throughout the Bay Area with additional locations in four states. The company provides sales, installation and repair services for blinds, shades, shutters, draperies, motorized window treatments, solar screens, exterior awnings, and more.

Owners Alan and Chris Robinette explain that since Window-ology manufactures many of its own products, the quality of its materials and workmanship is consistently high. All the company's window coverings are built specifically to order and size, and it offers free consultations to guarantee clients' specifications are met.

Window-ology's expanded showroom lets customers see window covering options in various home environments. The company can also bring its services to clients' homes to measure windows, discuss options, help choose treatments and follow up with professional installations. "We've been serving clients in the Bay Area for 27 years, and we look forward to serving every customer," says Alan Robinette.

COMPANY PHILOSOPHY

"We're a business based on pride and confidence, and those qualities are exemplified in everything we do. We don't just sell window covering products; our goal is to establish relationships with our customers. We aim to provide them with great selections, quality products and exceptional customer service."

EXCERPTED SURVEY RESPONSES

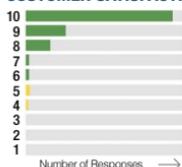
"I liked that they did everything I wanted, needed, expected and more. They were great to deal with and we are very satisfied."—Robin B.

"They are always on time and they come through when they say they are going to do something. The quality of the merchandise is fantastic."—Cathy S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **275** random customer surveys since November 2009

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 904282
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

WINDOW-OLGY

(925) 331-0343

4225 Stanley Boulevard
Pleasanton, CA 94566



WEBSITE

www.window-ology.com

EMAIL

info@window-ology.com

MANAGER

Alan & Chris Robinette, Owners

SERVICES

Window Coverings, Window Shades, Plantation Shutters, Cell Shades, Shadings, Wood & Aluminum Blinds, Faux Blinds, Motorization, Draperies, Bedding, Repairs, Solar Screen Shades, Exterior Awnings, Retractable Awnings, Roman Shades, Top Treatments, Side Panels

HOURS

Mon – Fri: 9am – 5pm
Sat: 10am – 3pm
Evenings: By Appointment

CREDIT CARDS

Amex, Discover, MasterCard, Visa

BRANDS

Window-ology, Norman Window Fashions, Hunter Douglas, Comfortex Window Fashions, Ventilux, Louvolite, Horizon Window Fashions, Sunbrella, Fabricut, Stout Brothers Fabrics and Trimmings, Somfy, Rollease Acmeda

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1591

SOLAR CONTROL GLASS TINTING CO.

(877) 312-1248

Serving Alameda, Contra Costa, Marin, San Francisco, San Mateo, Santa Clara and Solano Counties Since 1975

WEBSITE

www.solarcontrolcompany.com

EMAIL

Solarcontrolcompany@gmail.com

MANAGER

Rocky Burcham, Owner

SERVICES

Window Tinting	Window Films
Graffiti Film	Safety Film
Security Film	Designer Film
Decorative Film	
Reduce Fade, Heat & Glare	

HOURS

24-Hour Answering Service

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Lifetime Warranty on Residential
12- to 16-Year Warranty on Commercial
All Window Film is Dual-Pane Safe

BRANDS

Armorcoat® Safety & Security Window Film, Bekaert Specialty Films, Denco Sales, LLumar - SelectPro Dealer, Madico's Advanced Ceramic, Panorama, Phifer Wire Products, Solyx Decorative Window Films, Sunscape by Madico, V-KOOL, Vista by LLumar

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/800

Solar Control Glass Tinting Co. eliminates the effects of sun overexposure for residential and commercial properties throughout Northern California, from single-family homes to high-rise multiplexes. In addition to window tinting, it provides solutions for graffiti, eavesdropping security and safety issues. Other services include decorative interior and exterior glass applications.

Owner Rocky Burcham has seen the industry evolve from the days when tinting was done with liquids to the modern process of applying film. Solar film lets glare-controlled sunlight pass through windows while screening out heat and dangerous UV rays, he says. Bonding the film to the glass creates a barrier that protects against flying glass shards if the window is shattered. It also makes glass more difficult to break, which adds the element of security. Films with anti-graffiti surfaces protect against vandalism, while decorative films can mimic the appearance of expensive etched glass.

Solar Control Glass Tinting Co. provides free in-home estimates and samples of film. The company's website offers case studies from previous jobs and extensive information about its licensing and qualifications.

COMPANY PHILOSOPHY

"Like our products, our personnel are top-quality. Many have been with us for 28 years or longer. All our employees take pride in a job well done. Excellent products and excellent service are the reasons so many Bay Area clients choose us again and again."

EXCERPTED SURVEY RESPONSES

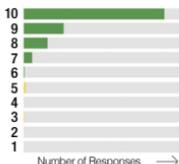
"The quality of the product was good and the salesperson was very informative."—Steve D.

"They did what they said they were going to do, when they said they were going to do it."—James L.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **309** random customer surveys since December 2005

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 636209
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Maintenance Agents cleans all types of windows for residential and commercial clients in Alameda, Contra Costa, San Mateo, Santa Clara, and San Francisco Counties. The company also has the training and equipment to clean gutters and power wash exterior surfaces, and it backs every job with a written satisfaction guarantee.

Owner Jose Barajas says his hands-on approach to cleaning has allowed him to build a loyal clientele base that's quick to refer Maintenance Agents to others. "As the owner-operator, I'm on every jobsite dealing with the customer and making sure they get exactly what they need. I know what it takes to maintain good relationships with my clients and improve the curb appeal of their properties."

Mr. Barajas says Maintenance Agents' detail-oriented business practices are important for ensuring its customers have positive experiences. "For example, if a customer has a problem with sprinklers being sprayed on their windows, I'll show them how to angle the sprinklers away from the glass so they don't get hard water stains. My clients really appreciate how much I care about their homes and businesses."

COMPANY PHILOSOPHY

"My goals on each job are to meet the demands of the customer, be there to answer their questions and make sure the work turns out exactly how it's supposed to. I strive for 100 percent customer satisfaction in everything I do, and the best way to achieve that is to focus on details and take the time to ensure quality results."

EXCERPTED SURVEY RESPONSES

"Jose was very easy to use and he gave me information right away. He did the power washing on the deck at the house we were renting. He did a good job."—Eva D.

MAINTENANCE AGENTS

(510) 228-4569

Serving Alameda,
Contra Costa, San Mateo,
Santa Clara and
San Francisco Counties



WEBSITE

www.maintenanceagents.com

EMAIL

info@maintenanceagents.com

MANAGER

Jose Barajas, Owner

SERVICES

Window Washing
Power Washing
Gutter Cleaning

HOURS

Mon – Fri: 7am – 5pm
Sat: 8am – 5pm

GUARANTEES

Written Satisfaction Guarantee

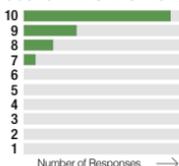
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2370



DIAMOND CERTIFIED RATINGS DASHBOARD based on **41** random customer surveys since June 2016

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

CUSTOM EXTERIORS, INC.

(877) 312-3507



WEBSITE

www.custom-exteriors.com

EMAIL

info@custom-exteriors.com

MANAGER

Kevin Gundry, Owner
Jeff Kendall, Owner

SERVICES

- New Windows
- Bay Windows
- Wood French Doors
- Hardie Siding
- Fiberglass Windows
- Vinyl-Framed Windows
- Wood Windows
- Patio Doors
- Entry Doors
- Stucco

HOURS

Mon – Fri: 8am – 5pm
Sat: 10am – 4pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

- Limited No-Fault on Glass Breakage
- Labor Warranty Matches Product Warranty
- Lowest Price Guarantee
- No Change Order Guarantee

BRANDS

Anlin, James Hardie Siding, Marvin Infinity, Omega Stucco, Therma-Tru

CERTIFICATION/TRAINING

AAMA InstallationMasters™ Certified
EPA Lead-Safe Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/52

Custom Exteriors, Inc. offers full-service home enhancement services to clients throughout the Bay Area. In addition to specializing in windows and doors, the company focuses on stucco, stone and fiber cement siding. It provides free in-home evaluations and estimates, and it also offers exterior design services using photos of clients’ homes to show them what their completed projects will look like.

Owners Jeff Kendall and Kevin Gundry founded Custom Exteriors in 1997 with a simple business concept in mind: providing the best available home improvement products at factory-direct prices; hiring only professional, licensed sales staff members; and installing new windows using certified master installers who work exclusively for the company.

Custom Exteriors’ Home Performance division helps Bay Area homeowners improve the energy efficiency of their homes. Using PACE finance programs HERO, CaliforniaFIRST and Ygrene, qualifying homeowners can upgrade their homes with improved performance from windows, doors, insulation and even fiber cement siding. “Working with our PACE partners, we’re the single destination for our clients’ energy-efficient exterior home improvement projects,” says Mr. Kendall.

COMPANY PHILOSOPHY

“We understand that our clients’ homes are their biggest investments, so we take great care to provide the best home improvement experience possible. Each project we take on is touched by one of our owners, which ensures quality control at every level of the company. We want our customers to reap the benefits of their installations without having to worry about maintenance and troubleshooting.”

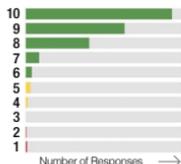
EXCERPTED SURVEY RESPONSES

“Just give them a 10 across the board, for everything, they deserve it.”—Richard C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 504 random customer surveys since April 2002

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



HELPFUL EXPERTISE®



COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 785361
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Diamond Certified Expert Contributors

HELPFUL EXPERTISE® FROM OWNERS OF TOP RATED COMPANIES



If you're like most savvy consumers, you look for expert tips to help you make good decisions concerning your home, auto, health and professional needs. So, we asked Diamond Certified company owners to contribute their specialized industry expertise to help you. In the pages that follow, we've included just a few of these expert tips. You can easily access the full articles and the 1,000+ expert tips, articles, and videos from other Diamond Certified company owners at www.diamondcertified.org.

DIAMOND CERTIFIED EXPERT CONTRIBUTOR: ADVICE & TIPS FROM JOHN GORMAN

EXPERT CONTRIBUTOR PROFILE



John Gorman is a Diamond Certified Expert Contributor and the Owner of Save Energy Company, a Diamond Certified qualified.

EXPERT ARTICLES



How to Choose the Right Window Frame
By JOHN GORMAN of Save Energy Company

112 SHARES

PFALZEMA – In the past, homeowners who wanted to replace their windows were somewhat limited in their choices. Today, consumers can choose from a wide variety of window options and find a product that best fits their lifestyle, budget and personal preferences. In terms of popularity and market availability, there are three main choices when it comes to window frames: vinyl, wood, and fiberglass and/or composite. Here's some information about all three types that can give you some insight as to which will work best for your home.

Vinyl Window Frames
Vinyl window frames were originally created to replace aluminum, which were the most common... Read more

EXPERT VIDEO TIP



How to choose window frames
with JOHN GORMAN of Save Energy Company

66 SHARES

Complete Video Transcription:
If you're shopping for windows, you'll need to decide whether to have wood, vinyl, or fiberglass frames. So, we're in Pfallzema with Diamond Certified Expert Contributor, John Gorman of Save Energy Company to find out.

Diamond Certified Expert Contributor, John Gorman: Today I want to talk to you about window frames. When you replace your windows, you have three different options of different window frames you can use: vinyl, wood, and fiberglass.

Vinyl windows came in to replace old aluminum windows that were put in houses... Read more



John Gorman
Owner, Save Energy Company

How to Choose the Right Window Frame

Ultimately, the type of window frame you install in your home depends on three things: your aesthetic preferences, your budget and your county's building code. One of the most popular frame options is vinyl—it offers maximum energy efficiency, reduced condensation and minimal maintenance.

To read full article and more, visit:
www.dccert.org/johngorman

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Diamond Certified Expert Contributors



Luis Baltodano

Owner, Baltodano's Drywall

Ensuring a Quality Drywall Job

If you need drywall services performed, don't settle for an unlicensed contractor. This includes professionals who are licensed in related fields, such as painting. However, painting and drywall work require two different licenses, not to mention distinct spheres of expertise, so always ask to see the pertinent license.

To read full article and more, visit:
www.dccert.org/luisbaltodano



Russell Calhoun

Officer, Paradigm Concrete & Construction, Inc.

Hosing Down New Concrete

If you feel inclined to hose down newly installed concrete, be sure to do it at night. When concrete is hosed off during the day, the water will evaporate and leave a blotchiness or efflorescence. While this can often be cleaned off with a vinegar/water solution, it's best to avoid it in the first place.

To read full article and more, visit:
www.dccert.org/russellcalhoun



Jeremy Carlock

CEO, Got Watts Electric & Solar

A Crucial Consideration for Solar

If you're planning to add a solar power system to your home, be sure to consider your potential future energy needs. Many homeowners neglect to consider how their energy needs might change five, 10 or 20 years down the road. If you need additional power in the future, issues can arise if your system isn't set up for it.

To read full article and more, visit:
www.dccert.org/jeremycarlock



Jack Chan

Sales Manager, Amazing Stone, Inc.

Granite Countertop Attributes

Granite is one of the toughest natural stones on the planet, which makes it an ideal countertop material. However, since it's porous, granite countertops must be sealed to prevent stains. Fortunately, there are professionally applied sealers that last up to 25 years, so you don't have to reseal very often.

To read full article and more, visit:
www.dccert.org/jackchan



Agapito Chavez-Reyes
Owner, PRI-Premiere Roofing Inc.

The Importance of Attic Ventilation

When replacing your roof, don't overlook the importance of attic ventilation. Since heat rises, any heat that enters your home eventually makes its way into the attic. Without proper ventilation, heat buildup in the attic can cook the roofing shingles from the bottom and gradually lead to premature failure of the roof.

To read full article and more, visit:
www.dccert.org/agapitochavezreyes



Josh Cherry
Owner, Big O Tires – Pleasanton

Wheel Alignment

Whether caused by hitting a pothole or mere wear and tear, uneven wheel alignment can lead to uneven tire wear. Some common signs of an alignment issue include your vehicle pulling to one side, your steering wheel being crooked while you're driving straight and your vehicle vibrating when it reaches high speeds.

To read full article and more, visit:
www.dccert.org/joshcherry



Kevin Comerford
Owner, Service Champions

Annual Furnace Inspections

Annual inspections are crucial to ensure your furnace is operating safely and efficiently. Besides having an active flame inside of it, a furnace emits carbon monoxide and is powered by natural gas. The presence of these elements can pose a potential danger when a furnace isn't maintained or has an unidentified operational issue.

To read full article and more, visit:
www.dccert.org/kevincomerford



Diana Connolly
Office Manager, Montclair Construction & Structural, Inc.

Contractor References

When getting references from a contractor, make sure they're relevant to the nature of your project. For example, if you're having your foundation replaced, you don't want to talk to somebody who had a roof repaired. Also, expect to see a real project and meet with a real person—don't settle for some photos and a phone call.

To read full article and more, visit:
www.dccert.org/dianaconnolly

Diamond Certified Expert Contributors



Dr. Alfred dela Cruz

Owner, Alfred B. dela Cruz, DDS

A Solution for Sore Gums

If you suffer from sore or bleeding gums, the most important step you can take is to adopt a daily flossing routine. Keep in mind that when you first start flossing, it will cause your gums to bleed even more. However, with time, regular flossing will correct this issue, resulting in healthier gums.

To read full article and more, visit:
www.dccert.org/dralfredelacruz



Chris Donzelli

Owner, Perfect Star Heating and Air Conditioning

Air Scrubber Plus®

Want to maximize indoor air quality? Consider installing an air purification system. One great option is Air Scrubber Plus®, which utilizes NASA-developed ActivePure™ technology to clean, freshen and purify the air. This system is especially beneficial for those who suffer from allergies or respiratory conditions.

To read full article and more, visit:
www.dccert.org/chrisdonzelli



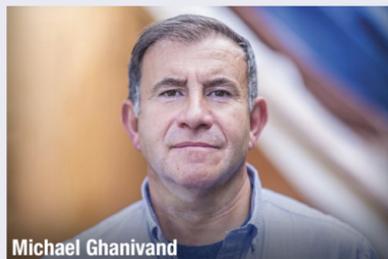
Jim Gardner

Owner, Jim Gardner Construction Inc.

Proper Downspout Function

To prevent foundation damage, all of your home's downspouts should be connected to piping that diverts rainwater away from its structure. Ideally, your downspouts should terminate at least five feet from your home. Another option is to install permanent underground drainage lines that carry rainwater to your yard or the street.

To read full article and more, visit:
www.dccert.org/jimgardner



Michael Ghanivand

Owner, Advance Construction

Small Projects With a Big Impact

Whereas a large-scale home remodeling project can be prohibitively expensive, a small project can substantially improve your home's aesthetic value without breaking the bank. Some smart small-scale measures include adding crown molding, putting in a fireplace, replacing your windows or installing a bay window.

To read full article and more, visit:
www.dccert.org/michaelghanivand



Jim Gitas

CEO, Your Energy Solutions

Energy-Saving Attic Upgrades

If your attic lacks adequate ventilation and insulation, it can cause your home to heat up on hot days, which requires your air conditioner to work harder. Hire a professional to install a solar attic fan and apply some blown-in insulation to keep your attic (and, in turn, your home) cooler during the summer months.

To read full article and more, visit:
www.dccert.org/jimgitas



Marc Guay

Realtor, Marc Guay Team

A Common Seller Mistake in Real Estate

A common mistake sellers make is neglecting proper presentation of their homes. Depending on the home's condition, this may consist of anything from light staging to substantial cosmetic upgrades. However, even a well-staged home can be undermined by clutter and uncleanness, so don't forget the basics.

To read full article and more, visit:
www.dccert.org/marcguay



Sam Gulesserian

President, Carpeteria

Carpet Innovation

One aspect of carpeting that has improved over the years is yarn systems. Manufacturers have developed yarn systems that are highly soil- and stain-resistant—far more so than those of the past. Additionally, some yarn systems are fully recyclable, which allows you to reduce the environmental impact of your carpet purchase.

To read full article and more, visit:
www.dccert.org/samgulesserian



Kevin Gundry

CFO, Custom Exteriors, Inc.

Upgrading Your Window Glass

Many of today's windows come with single-strength, 1/16-inch glass panes, which is the minimum thickness available. To get more value and performance from your new windows, consider upgrading to double-strength glass over triple-strength glass panes. This combination will make your home quieter and more energy-efficient.

To read full article and more, visit:
www.dccert.org/kevingundry

Diamond Certified Expert Contributors



Kim Haddon

Owner, Haddon Heating & Cooling

Furnace Filter Orientation

When replacing your furnace filter, make sure you place it the correct side up. Filters are typically labeled with arrows that denote the proper air flow direction, so check this before installing. Also, as a safety precaution, always turn off the furnace before replacing a filter.

To read full article and more, visit:
www.dccert.org/kimhaddon



Tim Hassler

CFO, Hassler Heating & Air Conditioning

Air Filter Replacement Intervals

Unsure how often to replace your HVAC air filter? Depending on how frequently you run your HVAC system, your filter may need to be changed anywhere from once a year to every couple of months. A good way to determine the right replacement interval is to periodically inspect your filter and take note of how fast it gets dirty.

To read full article and more, visit:
www.dccert.org/timhassler



Bill Hinkamp

Owner, Rockridge Builders

Meeting With a Contractor

When meeting with a remodeling contractor for the first time, it's best to have an idea of what you're looking for in your remodeled space. If you're having trouble conceptualizing, try browsing design ideas online. From Houzz to Pinterest, there are countless home remodeling and design resources available on the web.

To read full article and more, visit:
www.dccert.org/billhinkamp



Dr. William Hummer

Owner, William R. Hummer, DDS

Benefits of an Electric Toothbrush

Many people use improper form when brushing their teeth, and most apply too much pressure. Electric toothbrushes discourage this by making a sound or flashing a light when the user presses too hard. An electric toothbrush also combats bad form by doing most of the work for you—all you have to do is hold it up to your teeth.

To read full article and more, visit:
www.dccert.org/drwilliamhummer



Jeremy Ke

Operations Manager, All Seasons Construction

Preventing Water Intrusion Issues

Low-grade areas of the home like basements and crawl spaces are at extra risk for water intrusion. During the rainy season, regularly inspect your crawl space and foundation for signs of moisture. In many cases, water intrusion issues can be solved by installing a strategically placed French drain system.

To read full article and more, visit:
www.dccert.org/jeremyke



Jeff Kendall

President, Custom Exteriors, Inc.

Tip for Hiring a Contractor

Before hiring a contractor to replace your home's windows, siding or stucco, make sure they're willing and able to handle building permits. The permitting process for exterior renovations can be quite daunting, so you'll want to work with a company that has experience fulfilling all the requirements needed to obtain permits.

To read full article and more, visit:
www.dccert.org/jeffkendall



Dave Lopez

Owner, Advanced Roofing Services, Inc.

The Impact of Roof Pitch

Today, many homeowners are replacing their tar and gravel roofs with composition shingles. However, if the roof's pitch (steepness) isn't appropriate for shingles, this can lead to problems like premature failure and a voided warranty. A better choice is a built-up roof, which is the modern version of a tar and gravel roof.

To read full article and more, visit:
www.dccert.org/davelopez



David Lopez

Sales Manager, Custom Exteriors, Inc.

Fiberglass Door Benefits

When choosing a new entry door for your home, consider the benefits a fiberglass door provides. For example, unlike wood doors, which expand and contract with changes in weather, fiberglass doors don't fluctuate with the seasons. Plus, a fiberglass door's foam core makes it denser and more energy-efficient than a wood door.

To read full article and more, visit:
www.dccert.org/davidlopez

Diamond Certified Expert Contributors



Blaine Lucas

President, Foothill Locksmiths, Inc.

Compliance With Commercial Locks

When installing new locks in a commercial setting, it's important to maintain compliance with local and federal fire and safety codes. For example, lever locks are required for almost all commercial applications due to the fact that round doorknobs are harder to grip and turn, which can restrict access and pose a safety hazard.

To read full article and more, visit:
www.dccert.org/blainelucas



Leigh Marymor

Owner, The Lunt Marymor Company

The Impact of a Leaky Faucet

Few homeowners realize the impact a leaky faucet can have on their water bills. An average slow-dripping faucet can waste more than 25 gallons a day; over the course of a year, that amounts to more than 9,000 gallons! For this reason, if you have a leaky faucet in your home, don't delay having it repaired.

To read full article and more, visit:
www.dccert.org/leighmarymor



Ron McLeod

Owner, ASAP Automotive, Inc.

The Other Reason for Oil Changes

Oil changes are crucial for engine health, but they also double as safety checkups for your vehicle. Besides changing the oil, an oil change technician checks several aspects of vehicle safety and performance, including tire pressure, fluid levels, the functionality of the lights and the condition of the wiper blades.

To read full article and more, visit:
www.dccert.org/ronmcleod



Albert Nahman

Owner, Albert Nahman Plumbing and Heating

Checking for Underground Leaks

To check for hidden water leaks beneath your home, start by turning off the water at the main shut-off (make sure all water fixtures in your home are turned off). Next, check the dial on your water meter. If the dial is still spinning, you may have an underground leak, possibly from old, galvanized pipes.

To read full article and more, visit:
www.dccert.org/albertnahman



Susan O'Reilly

Owner, Dublin Creek Kennels, Inc.

DIY Dog Grooming Tools

To groom your dog, you'll need a couple of tools: a slicker brush and a metal comb. If you don't have a grooming table, a card table will work for smaller breeds—just pull it up to a door and tie the dog's leash to the doorknob. For larger breeds, you can sit on the ground with your dog and tie its leash to a doorknob.

To read full article and more, visit:
www.dccert.org/susanoreilly



Dan Pitcock

President, Roberts Electric Company, Inc.

Updating Your Interior Lighting

One easy way to save energy with lighting is by adding light switch dimmers. Additionally, if you want to add a new light switch but don't want to pay for the cost of wiring, wireless switching lets you control lighting from another side of a room with a battery-operated radio receiver.

To read full article and more, visit:
www.dccert.org/danpitcock



Ric Plummer

Owner, Ric's Kitchen & Bath Showroom

Cabinet Finish Options

When choosing new cabinets, one important aspect to consider is the finish. A good option is a catalyst conversion varnish—a lacquer finish that's enhanced with a hardening agent to provide superior durability. While it comes with a higher price tag, a catalyst conversion varnish is a wise investment in the longevity of your cabinets.

To read full article and more, visit:
www.dccert.org/ricplummer



Eduardo Porta

Owner, Fremont Foreign Auto

Synthetic Oil Change Intervals

Many high-end car manufacturers are now recommending oil change intervals of 10,000 miles. However, even with synthetic oil, driving for this long without an oil change can lead to engine lubrication problems, especially if your car has more than 100,000 miles on the odometer. A safer oil change interval is 7,500 miles.

To read full article and more, visit:
www.dccert.org/eduardoport

Diamond Certified Expert Contributors



Grayeagle Porter

Design Consultant, Custom Exteriors, Inc.

Learning Your Window Options: Vinyl

When installing new windows, it's good to learn about your options so you can choose a style that's right for your home. For example, if you're looking for a product that's thermally efficient, low-maintenance and affordable, vinyl can be a good choice. Plus, vinyl windows come with a lifetime warranty.

To read full article and more, visit:
www.dccert.org/grayeagleporter



Brian Ramirez

Owner, BR Electric

Stowing Your EV Charging Cable

When left on the ground, your electric vehicle's charging cable can get run over when you enter or exit your garage, and it can also get wet if there's any water on the floor. Either of these can damage the charging cable and render it unusable, so make sure you have a hook installed on your wall for stowing your cable.

To read full article and more, visit:
www.dccert.org/brianramirez



Randy Reed

Owner, Reed Brothers Security

Best Place to Buy a Safe

Most safes sold at big-box stores are lightweight units that aren't appropriate for storing valuables, as they can be easily pried open with a crowbar or screwdriver. A better option is to visit a store that specializes in home security and ask for a high-quality safe that provides adequate protection.

To read full article and more, visit:
www.dccert.org/randyreed



Alan Robinette

President, Window-ology

Tip for Interior Design

If you're redecorating, you may be unsure if you can mix and match different colors, textures, and patterns. The good news is you can! Don't be afraid to use unusual color combinations or let your sofa pillows and draperies pop with bright hues and busy patterns. If you need guidance, consult an interior design professional.

To read full article and more, visit:
www.dccert.org/alanrobinette



Faraz Saiyed

COO, DMV SQ

Dealing With a Lost Vehicle Title

If you've lost the title for a vehicle you're selling, don't worry—with the right forms, you can complete the transfer. You'll need two forms: REG 227 and REG 262. While the former can be downloaded online, the latter is printed on security paper, so you'll need to request it by mail or obtain it in person.

To read full article and more, visit:
www.dccert.org/farazsaiyed



Oscar Sanchez

Owner, Aqua Stat Plumbing, Inc.

Testing Supply Line Shut-off Valves

Over time, the shut-off valves to sink and toilet supply lines can freeze up due to lack of use, which means they won't work when you need them. To prevent this, go through your home every few months and test these shut-off valves by turning them off and on again.

To read full article and more, visit:
www.dccert.org/oscarsanchez



Juan Sandoval

Owner, East Bay PC Construction

Tip for an Efficient Remodeling Project

When planning for a remodeling project, it's important to decide on fixtures, appliances and materials before the actual work begins—otherwise, you could be in for some considerable delays. By choosing faucets, cabinets, countertops and major appliances in advance, you can expect a smooth, efficient job.

To read full article and more, visit:
www.dccert.org/juansandoval2



Greg Severs

President, S & S Painting and Coatings, Inc.

Identifying Dry Rot

When preparing for an exterior paint job, it's important to inspect all wood surfaces for dry rot. Common signs to look for include areas that appear wrinkled or shriveled; areas that appear dark or discolored; fungal growth such as mold, mildew or mushrooms; and areas that are soft to the touch and crumble easily when disturbed.

To read full article and more, visit:
www.dccert.org/gregsevers

Diamond Certified Expert Contributors



Snehal Shah

Owner, Auto Techies

Post-Collision Repair Advice

Following a collision, think twice before taking your vehicle to a shop suggested by your insurance company. That shop will be working for your insurance company, not for you, which means minimizing costs, not quality workmanship, will be the main focus of your repair job.

To read full article and more, visit:
www.dccert.org/snehalshah



Kevin Sollitt

President, Temperature Perfection, Inc.

Alleviating Allergies in the Home

One way to alleviate allergy issues in your home is to invest in a medical-grade air filtration system. These systems help purify the air by providing 10 times the filtration power of a standard air filter. If a medical-grade filtration system isn't compatible with your existing HVAC system, you can purchase a portable unit.

To read full article and more, visit:
www.dccert.org/kevinsollitt



Tim Toupin

Owner, Toupin Construction Corporation

Window Leak Prevention

Besides installing flashing, there are additional steps you can take to prevent water intrusion when installing new windows. One is to caulk along the outside of the flashing before setting the window in place. Another is to add a layer of BITUTHENE® waterproofing membrane over the flashings' outer edges after the window has been set.

To read full article and more, visit:
www.dccert.org/timtoupin



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Assessing Your Home's Foundation

To ensure stability in an earthquake, every California home needs to have a strong foundation. Over time, foundations that weren't correctly mixed or installed can deteriorate, which compromises the home's stability. If you've never had your foundation looked at, hire an engineer to perform an assessment.

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