

363,000
CUSTOMERS SURVEYED

MARIN 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

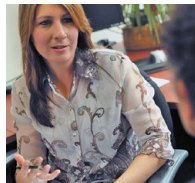
If the company's quality rating, business practices and credentials meet our high standards, it is awarded Diamond Certified.

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:

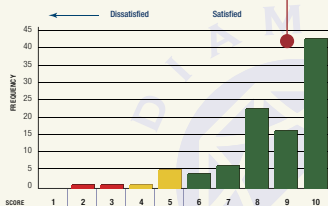
Question 1

“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

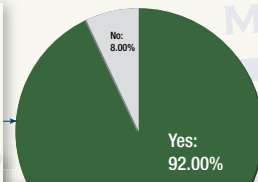
Mean: 8.58
Standard Deviation: 1.74
Percent of responses 6–10: 92.00%

Copyright ©2019 American Ratings Corporation. All rights reserved.

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:

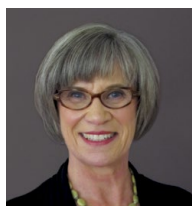
1. You the consumer have the right to know which companies are truly performing at the highest level of quality.
2. The highest quality companies should be rewarded for their ongoing performance through public recognition.
3. Companies should be held accountable for their performance—one customer at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

How to Reach Us

American Ratings Corporation
504 Redwood Boulevard, Suite 310
Novato, CA 94947
(800) 313-1009
info@diamondcertified.org
www.diamondcertified.org
www.facebook.com/diamondcertified
twitter.com/diamondcert

Research and Publishing Team

Ganette Araya	Carol Joseph	Molly Mason
Peter Bartels	Stella Josephine	Linda Molina
Malvin Black	Khalil Katicha	Maria Onrubia
Chris Bjorklund	Mari Keshishyan-Patrick	David Pak
Olivia Bustos	Nicolas Khonaysser	Nickie Price
Ani Calhoon	Joy Lanzaro	Vickie Rath
Suzanne Carroll	Chardonnay Leary	David Reich
Russ Catanach	Ian Leary	Lauren Schwarz
Jennifer Chan	Chenelle Lombard	Jasmin Singh
Kenneth Cook	Sarah Lopez	Matthew Solis
Chelsea Dubiel	Greg Louie	Serena Solomon
James Florence	Sydney Louie	Matthew Soto
Matthew Garman	Michelle Luque	Brandon Taylor
Nancy Giovannini	Nicole Maffei	Gabriela Torres
Megan Harris	Fidel Marcus	David Vandergriff
Steve Israel	Daniel Martin	Shontel Von Emster



Chris Bjorklund,
Consumer Advocate



Greg Louie, Founder and
Chief Executive Officer



Joy Lanzaro, Director of
Mediation and Compliance



David Pak, Director of
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.

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 logo, name 'Save Energy Company', and various menu items like 'RATINGS', 'ARTICLES', 'PHOTOS', 'VIDEO', 'CAPABILITIES', 'TIPS', 'WEBSITE', and a 'CONTACT' button with a phone number '(877) 312-1327'. Below the navigation, the main content area is titled 'DIAMOND CERTIFIED EXPERT CONTRIBUTOR ADVICE & TIPS FROM JOHN GORMAN'. It is divided into three columns: 'EXPERT CONTRIBUTOR PROFILE', 'EXPERT ARTICLES', and 'EXPERT VIDEO TIP'. The profile column features a photo of John Gorman and a bio: 'John Gorman is a 30-year veteran of the window industry and owner of Save Energy Company, a Diamond Certified Company since 2002. He can be reached at (907) 708-1918 or at jgorman@savenenergyco.com.' Below this is a section titled 'John Gorman: One Man's Journey' with a sub-headline 'By MATTHEW SOLIS, Senior Editor Diamond Certified Resource'. The text describes his career in the window and door industry. The articles column shows a photo of a window frame and the title 'How to Choose the Right Window Frames.' by John Gorman of Save Energy Company. The video tip column shows a video player with the title 'Diamond Certified Experts: H... Window Frames' and a sub-headline 'Video: Three Window Frame Options' by John Gorman of Save Energy Company. A 'Complete Video Transcription:' section follows, with text from a host, Sarah Rutan, discussing window options like wood, vinyl, or fiberglass frames. A 'Read more' link is provided at the end of the 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

Business Name and Contact Information

Serving San Francisco, Marin and Sonoma Counties



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

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

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.

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.

COMPANY PHILOSOPHY

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

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.

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

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

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

Find a Diamond Certified Company

- | | |
|---|---|
| 13 Air Duct Cleaning | 54 Janitorial Services |
| 14 Appliance Repair | 55 Kitchen & Bath Contractor |
| 16 Auto Repair | 58 Kitchen & Bath Showroom |
| 18 Auto Repair – European Specialist | 59 Landscape Contractor |
| 19 Awnings | 61 Mattresses |
| 20 Cabinets | 62 Mover |
| 21 Carpet Showroom | 66 Nursing Home |
| 22 Carpet & Upholstery Cleaning | 67 Optometrist |
| 23 Chimney Sweep | 68 Painting |
| 24 Computer – Data Recovery | 71 Paving – Asphalt & Stamping |
| 25 Contractor – Design & Build | 72 Paving Stones |
| 26 Contractor – Remodeling
& Additions | 73 Pest Control |
| 30 Countertops | 75 Pet Boarding |
| 31 Decks & Patios | 76 Plumbing |
| 33 Drywall Contractor | 80 Roofing |
| 34 Electrical Contractor | 83 Sewer Line Contractor |
| 38 Fences | 84 Shower Enclosures |
| 39 Garage Doors | 85 Shredding |
| 40 Glass | 86 Siding Contractor |
| 41 Gutters | 88 Solar |
| 42 Handyman – Home Repair | 89 Swimming Pool & Spa,
Service & Supplies |
| 43 Hardwood Floors | 90 Tile Contractor |
| 44 Heating & Air Conditioning | 91 Tree Services |
| 48 Home Improvement Center | 93 Window Coverings |
| 49 Home Theater & Automation | 94 Window Washing |
| 50 House Cleaning | 95 Windows |

Bragg Plumbing & Heating provides a complete range of plumbing, heating and cooling services for residential clients in Marin, Sonoma, Napa, and San Francisco Counties. In addition to performing general plumbing and HVAC repairs, the company has special expertise with air duct and dryer vent cleaning, tankless water heater repairs and installations, sewer line replacements, and more.

President John Honey says Bragg Plumbing & Heating's personalized business approach has been a crucial aspect of its success. "Plumbing is really about customer service, so we make sure we're flexible about how we solve our customers' problems and listen closely to them so we can determine exactly what they need. Once they experience the value of our approach, they become more comfortable with the entire process."

Bragg Plumbing & Heating focuses on maintaining consistent relationships between its customers and technicians, which Mr. Honey says is important for ensuring high-quality results. "Many of our customers request the same technicians every time they need our services, so we always try to maintain that continuity. They know that if they ever have an issue, their favorite technician will be there to take care of it."

COMPANY PHILOSOPHY

"We take pride in being very transparent—it makes for the best results and empowers our customers to make the right decisions for their specific situations. Simply put, we do what we say we're going to do, when we say we're going to do it. There are no mysteries or surprises."

EXCERPTED SURVEY RESPONSES

"I've always used them for my heating and air. They've always been reliable. They're cost-effective and they always help me with problem situations with plumbing, heating, and air conditioning."

—Dan B.

BRAGG PLUMBING & HEATING

(415) 742-1923

Serving Marin, Sonoma, Napa and San Francisco Counties



John Honey, President

WEBSITE

www.braggplumbing.com

EMAIL

john@braggplumbing.com

MANAGER

John Honey, President

SERVICES

Air Duct & Dryer Vent Cleaning
Furnace & Air Conditioning Repair & Installation
General Plumbing Repairs
Sewer Line Replacements
Tankless Water Heater Repair & Installation

HOURS

Mon – Sat: 7:30am – 6pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

60-Day Warranty for Repairs
1-Year Warranty for Installations

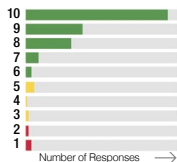
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2065



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

CUSTOMER SATISFACTION



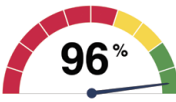
↑ More Satisfied
↓ Less Satisfied

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. 821844
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

MARTIN & HARRIS APPLIANCES

(415) 347-6979

2158 Fourth Street
San Rafael, CA 94901

MARTIN & HARRIS APPLIANCES



A look inside Martin & Harris Appliances' San Rafael showroom

WEBSITE

www.martin-harris.com

EMAIL

sales@martin-harris.com

MANAGER

Paul Berry, Owner

SERVICES

Major Household Appliances
Sales, Service & Parts

HOURS

Mon – Fri: 8am – 5:30pm
Sat: 9am – 4pm

CREDIT CARDS

Discover, MasterCard, Visa
Financing Available

EMPLOYEES

10

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1548

Martin & Harris Appliances sells refrigerators, dishwashers, laundry machines, ovens, cooktops, and many other products from top manufacturers such as Maytag, General Electric, Whirlpool, KitchenAid and Bosch. The family-owned and operated company's San Rafael showroom features appliance demonstrations in practical home environments, and its in-house sales professionals are trained to help customers identify the right products to fit their specific needs and budgets.

The Berry family has owned Martin & Harris Appliances for more than 25 years. Owner Paul Berry says the company has developed a loyal, repeat customer base because of its competitive prices, impressive products and personalized service. "Our warehouse is located on the premises, so we can offer immediate pickup and fast delivery. If a customer is looking for something we don't have in stock, we'll special order it."

Martin & Harris Appliances also features a comprehensive service and parts department that fixes most major appliance brands. To learn more or to order appliances for home delivery, Mr. Berry invites potential customers to visit www.martin-harris.com.

COMPANY PHILOSOPHY

"We work hard to assist our customers with every aspect of their appliance purchases, whether it's placing a custom order or making a long-distance delivery. We aim to utilize our friendly staff and small size to provide highly personalized service."

EXCERPTED SURVEY RESPONSES

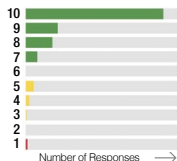
"They're local, they have a good selection, their delivery is easy and their salespeople are knowledgeable."—Annette N.

"They did a great job. Everything about our experience was excellent."—Joan W.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 250 random customer surveys since July 2009

CUSTOMER SATISFACTION



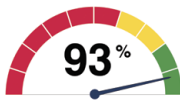
↑ More Satisfied
↓ Less Satisfied

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. 30332
- ✓ Current Complaint File
- ✓ Business Practices

Kelly's Appliance Center performs major household appliance repairs in Marin and Sonoma Counties. In addition to working on everything from dishwashers and garbage disposals to refrigerators and ovens, the company helps do-it-yourselfers by carrying a wide variety of parts made by industry-leading manufacturers like Sub-Zero, General Electric and Thermador.

Owner Mark Kelly says much of Kelly's Appliance Center's success can be attributed to its customer-oriented approach to every job. "Our goal is to get our clients' appliances up and running as quickly, efficiently and cost-effectively as possible, so everything we do is geared toward accomplishing that goal. By being fair, honest and reliable, we're able to make sure each customer gets exactly what they need."

Kelly's Appliance Center provides live telephone support for clients who want to set up appointments, which Mr. Kelly says is rare in the appliance service industry. "Our customers never get sent to a call database—we're right here to talk to them about their situations. We really enjoy interacting with our clients and helping them get their appliances working again."

COMPANY PHILOSOPHY

"Our customers are very important to us, so we treat them the way we'd want to be treated and do whatever we can to take care of their needs. Providing personal customer service is our number one priority, and we take great pride in ensuring the satisfaction of every client."

EXCERPTED SURVEY RESPONSES

"The man was very honest and he helped me get everything fixed. He fixed three things in the same day."—Kurt H.

"They were very straightforward, honest and helpful. They solved my problem."—Ann T.

KELLY'S APPLIANCE CENTER

(415) 938-3421

Serving Marin and Sonoma Counties



WEBSITE

www.kellysappliancerepair.com

EMAIL

kellysappliance@gmail.com

MANAGER

Mark Kelly, Owner

SERVICES

Appliance Service & Repair
Appliance Parts

HOURS

Mon – Fri: 8am – 5:30pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

90-Day Warranty on Parts & Labor

BRANDS

Sub-Zero, Bosch, Thermador, Viking, Décor, Amana, Frigidaire, General Electric, Hotpoint, Jenn-Air, Maytag, Siemens, Whirlpool, InSinkErator

EMPLOYEES

7

CERTIFICATION/TRAINING

EPA Refrigerant Certified

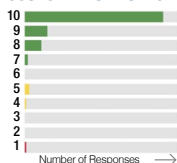
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2461



DIAMOND CERTIFIED RATINGS DASHBOARD based on 125 random customer surveys since September 2017

CUSTOMER SATISFACTION



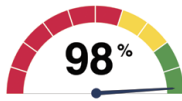
↑ More Satisfied
↓ Less Satisfied

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. A45190
- ✓ Current Complaint File
- ✓ Business Practices

MSI AUTOMOTIVE

(415) 690-7955

**123 Jordan Street
San Rafael, CA 94901**



WEBSITE

www.msiautomotive.com

EMAIL

msiauto@aol.com

MANAGER

Curtis Cronin, Owner

SERVICES

- Brakes
- Smog Certification
- Maintenance
- Repair
- Domestic
- Foreign

HOURS

Mon – Fri: 7:30am – 5:30pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

12-Month/12K-Mile Warranty on Parts and Labor

CERTIFICATION/TRAINING

- ASE Automobile Technician (Curtis Cronin)
- ASE Automobile Specialist (Jeffrey Reis)
- STAR Smog Testing Station

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/376

MSI Automotive (also known to many customers as Marin Sports & Imports, Inc.) provides a wide range of maintenance and repair services for Japanese, American, and European cars (including hybrids, trucks and SUVs) at its San Rafael facility. The company works on repairs of all sizes, from air conditioning systems to engines and transmissions. It also rotates and aligns tires, provides brake and smog certifications, replaces clutches, fixes front and rear suspensions, and more.

MSI Automotive strives to provide a one-stop auto repair experience for its clients—in addition to its repair capabilities, it features an indoor storage garage, shuttle service and early bird drop-off. Most of the company’s technicians are ASE Certified, and all are trained to use state-of-the-art factory scanners and computer programs to repair almost any vehicle. They use OEM (original equipment manufacturer) parts whenever possible, but they’ll also use aftermarket parts at a customer’s request.

COMPANY PHILOSOPHY

“We do our best to stay within the confines of every estimate we give, and if we can’t, we’ll always contact our customers to get their approval before starting work. We take great pride in what we do, and that extends to keeping our shop, office, and waiting room clean and inviting. Our goal is to do the job correctly the first time, so if there’s ever a problem, we’re happy to resolve the issue to each customer’s satisfaction.”

EXCERPTED SURVEY RESPONSES

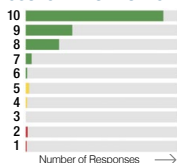
“Everything was stellar. They were organized, efficient and on time. I would definitely go back.”—Cammie A.

“They’re the only guys I go to. They explain what’s going on, they seem very knowledgeable and they give you straight answers.”—Joe S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **475** random customer surveys since March 2004

CUSTOMER SATISFACTION



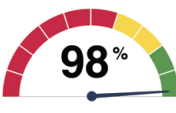
↑ More Satisfied
↓ Less Satisfied

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. 192161
- ✓ Current Complaint File
- ✓ Business Practices

All Autos, Inc. is a full-service auto repair and maintenance shop in San Anselmo. The company provides tune-ups and alignments for all makes and models, and it uses the latest equipment and technology to work on brakes, electrical systems, transmissions, starters, tire alignments, charging systems, engines, and suspensions. It's also a California-licensed Smog Check station, and it provides free safety inspections with each oil change.

Owner Yann d'Argencé has been fixing cars since 1983. He founded All Autos with the goal of providing honest, straightforward repair work. "Honesty has been our way of doing business from the beginning," he confirms. Mr. d'Argencé and his team have seen their approach translate to a wide clientele base, including the Fairfax and Ross police fleets and customers from as far away as Oakland.

Mr. d'Argencé says he loves to give his customers options. "If we discover that a car needs \$1,000 worth of work and the owner doesn't have the money to handle everything at once, I'll itemize each job in order of priority so they leave with a car that's safe to drive."

COMPANY PHILOSOPHY

"Providing honest work is our number one priority. We tell our customers exactly what's wrong with their cars and what's required to remedy the problems—nothing more, nothing less. We're absolutely dedicated to fixing vehicles correctly and safely the first time."

EXCERPTED SURVEY RESPONSES

"They take a real interest in their customers."
—King C.

"They won't fix things that don't need fixing! They have flexible scheduling to fit you in and they're very polite."
—Bonny W.

ALL AUTOS, INC.

(415) 493-8926

781 Sir Francis Drake Blvd
San Anselmo, CA 94960



Yann d'Argencé has been fixing cars for 36 years.

MANAGER

Yann d'Argencé, Owner

SERVICES

Brakes	Electrical
Maintenance	Starters
Transmission	Tires
Charging Systems	Engine Repair
Smog Checks	Suspension
Tune-Ups	Alignment

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

12 Months or 12K Miles

EMPLOYEES

4

CERTIFICATION/TRAINING

ASE Certified
CA Certified STAR Smog Check Station

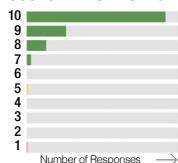
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/256



DIAMOND CERTIFIED RATINGS DASHBOARD based on **430** random customer surveys since May 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. 194315
- ✓ Current Complaint File
- ✓ Business Practices

COLLIE AUTOWORKS

(415) 868-5967

585 Irwin Street
San Rafael, CA 94901



Owners Darren and Denise Collie

WEBSITE

www.collieautoworks.com

EMAIL

info@collieautoworks.com

MANAGER

Darren and Denise Collie, Owners

SERVICES

Specializing in Mercedes-Benz Service and Repair

HOURS

Mon – Fri: 7:30am – 5:30pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

BRANDS

Mercedes-Benz, BMW

EMPLOYEES

9

CERTIFICATION/TRAINING

Master Certified Mercedes-Benz Technician (Mr. Collie)

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1141

Collie Autoworks is a San Rafael-based, family-owned and operated shop that services and repairs Mercedes-Benz and BMW vehicles. The company's services include routine maintenance, computer diagnostics, brake work, and major repairs such as transmission and engine replacements. Additionally, its factory- and dealership-trained mechanics use workshop manuals and original equipment manufacturer (OEM) parts to service customers' vehicles.

Owner Darren Collie is a Master Certified Mercedes-Benz technician who spent seven years working for dealerships before establishing Collie Autoworks as an independent shop with his wife, Denise. Mr. Collie runs the company's technical department and Mrs. Collie uses her years of advertising and marketing experience to manage the office.

Collie Autoworks' state-of-the-art shop features a Mercedes-Benz Star Diagnosis System, which is the factory-designated system for all Mercedes-Benz dealerships. The Collies say their company is known for being clean and professional and offering prompt, friendly service. They guarantee they'll beat any advertised dealership price or written estimate for repairs or service.

COMPANY PHILOSOPHY

"Just as our customers take pride in their vehicles, we take pride in our work. Our primary goal is to keep our customers happy by providing outstanding service at competitive prices."

EXCERPTED SURVEY RESPONSES

"They were punctual, they got back to me and they were very knowledgeable."—M.C.

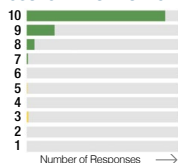
"They were honest, they started working on things immediately and they were reasonable."—Nazareth B.

"You will drive away feeling safe."—Marina B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 300 random customer surveys since September 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. 242015
- ✓ Current Complaint File
- ✓ Business Practices

Awnco Retractable provides and installs a wide variety of awnings, screens, horizontal canopies, and exterior window and patio shades for residential and commercial clients. The company specializes in state-of-the-art motorized and retractable products and hardware from many industry-leading manufacturers, including Eastern Awning, Infinity Canopy and Trivantage.

Owner Leila Jacobsen, who oversees every project, says Awnco Retractable's dedication to quality in every aspect of its work has been key to its success. "We always pay attention to details, from recommending the best product for the project to ensuring a timely, first quality installation. At the end of the day, we want our customers to know we've done everything in our power to make them happy and do a job we can be proud of."

Awnco Retractable also offers free onsite design consultations and estimates to help customers select the products, colors, and fabrics that complement their architecture and meet their needs. "Our full-service approach enables us to guarantee quality results," says Ms. Jacobsen.

COMPANY PHILOSOPHY

"Our goal is simple: provide high-quality awning and shade products and make sure our customers are completely satisfied with the work they receive. We design every product with architecture in mind to enhance the beauty and comfort of the customer's home."

EXCERPTED SURVEY RESPONSES

"The person who came out was very personable and accommodating. I felt it was easy to work with her."—Travis T.

"They are on time and reliable, and they bend over backward for everybody."—Julie W.

"I've never had a more positive experience with anyone. I loved all of it."—T.N.L.B.

**AWNCO
RETRACTABLES**

(415) 754-3986

Serving Marin, San Francisco, Sonoma and San Mateo Counties



An award-winning retractable awning on this Ross home in Marin County

WEBSITE

www.awnco.com

EMAIL

info@awnco.com

MANAGER

Leila Jacobsen, Owner

SERVICES

Fixed & Motorized Retractable Awnings, Infinity Canopies, Vertical & Horizontal Shades, Exterior Window Shades, Motorized Patio Enclosures

HOURS

Mon – Sat: 9am – 5pm

GUARANTEES

10-Year Warranty on Fabric
1-Year Warranty on Installations
15-Year Warranty on Awnings
10-Year Warranty on Window Screens

EMPLOYEES

5

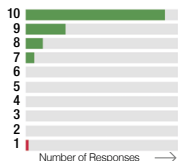
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2087



DIAMOND CERTIFIED RATINGS DASHBOARD based on **73** random customer surveys since November 2013

CUSTOMER SATISFACTION

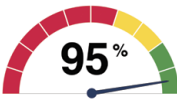


CUSTOMER LOYALTY



"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. 886214
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CABINETS 101

(707) 927-1024

5665 Redwood Drive, Suite C
Rohnert Park, CA 94928Serving Marin, Sonoma
and Lake Counties

Stan Wahl, Owner

WEBSITE

www.cabinets101.net

EMAIL

stan@cabinets101.net

MANAGER

Stan Wahl, Owner

SERVICES

Kitchen & Bathroom Cabinetry Sales
Design Consultation
Granite Countertops
Stainless Steel Sinks
Quartz Countertops

HOURS

Mon – Fri: 9am – 6pm
Sat: 9am – 4pm
Other Times by Appointment

CREDIT CARDS

Amex, Discover, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2431

Cabinets 101 sells a wide variety of kitchen and bathroom cabinets at its Rohnert Park facility. In addition to its comprehensive selection of wood cabinets, the company carries granite and pre-formed, man-made quartz countertops along with stainless steel kitchen sinks, Apron-style sinks, and porcelain-china sinks for customers who are taking on remodeling projects. The company is also happy to provide free estimates for those who bring in their project measurements.

Owner Stan Wahl says his customer-oriented approach to cabinetry sales has been a crucial aspect of Cabinets 101's success. "I give my clients the support they need to finish their remodeling projects, and they really appreciate that. By providing them with great products at fair and competitive prices, I'm able to ensure their long-term satisfaction."

Cabinets 101 clearly communicates with its customers to determine which cabinets will work best for their particular situations, which Mr. Wahl says is important for achieving positive results. "When a customer comes in looking for a certain product, I talk with them about the details and help them make an informed decision. I want to have good relationships with my customers from start to finish, and communication is an essential part of that."

COMPANY PHILOSOPHY

"My goal is to run a business that has repeat clients, and the best way to accomplish that is to provide excellent service that leaves people completely satisfied. Customer service is very important to me, so I always strive to exceed my clients' expectations and make sure they have great experiences."

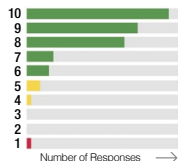
EXCERPTED SURVEY RESPONSES

"Stan was terrific. He went out of his way to help. I would recommend him, and the customer service was an 'A+'." –Vicki M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 95 random customer surveys since February 2017

CUSTOMER SATISFACTION



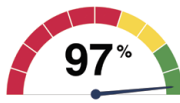
↑
More Satisfied
↓
Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

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

City Carpets is proud to be a member of the largest flooring co-op in North America (Carpet One) and the exclusive Stainmaster Flooring Center in Marin and Sonoma Counties. The company is the only retailer authorized to carry the Stainmaster Platinum Ultra Life brand, and it also carries a huge selection of wool carpeting, hardwood, laminate, luxury vinyl flooring, custom area rugs, remnants and more.

City Carpets' staff members pride themselves on staying current with new products, fashions and installation techniques so they can help educate consumers on the flooring options best suited for their projects. Owners and staff attend a variety of industry conventions, trainings and seminars to be able to offer an always changing range of products.

City Carpets has a number of unique tools to assist its customers in choosing the right flooring for their homes, including a carpet selection center, a light box that shows how products will look in homes during different times of day, and a cushion selector that allows customers to feel the differences in carpet cushions prior to installation.

COMPANY PHILOSOPHY

"It's our goal to 'floor' our customers with our work. We're always challenging ourselves to come up with ways to provide better service, whether it's in the store or during installation. We keep current on our product knowledge, stay up-to-date on the latest flooring fashions, and actively seek and incorporate customer feedback."

EXCERPTED SURVEY RESPONSES

"I like how the owner comes out, measures everything and brings his samples. He knows exactly what he is talking about. He knows everything. The work is done very quickly. The installers are great. I have used them at my personal residence and at my vacation home."—S.C.R.

CITY CARPETS

(415) 523-6073

555 East Francisco Boulevard
San Rafael, CA 94901



Leigh Bakhtiari, President,
CFE, CSLB (L) and Hossein
Bakhtiari, Owner

WEBSITE

www.city-carpets.com

MANAGER

Leigh Bakhtiari, President

SERVICES

Carpet & Custom Area Rugs
Hardwood & Laminates
Green Flooring
Sales & Installation
Vinyl
VCT & LVT

HOURS

Mon – Fri: 8am – 6pm
Sat: 9am – 5pm
Sun: 11am – 5pm

CERTIFICATION/TRAINING

CFI Certified Flooring Installer
Certified Flooring Executive,
World Floor Covering Association

CREDIT CARDS

Amex, Discover, MasterCard, Visa
Financing via Synchrony Bank

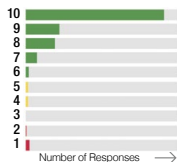
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1574



DIAMOND CERTIFIED RATINGS DASHBOARD based on 300 random customer surveys since October 2009

CUSTOMER SATISFACTION



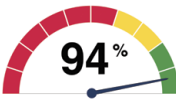
↑ More Satisfied
↓ Less Satisfied

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. 746886
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

NORTH COAST CARPET CARE, INC.

(415) 347-6983
(877) 312-1302
(707) 336-2946
(707) 797-7966



MOHAWK
 FLOORCARE ESSENTIALS
 Authorized Service Center

WEBSITE

www.northcoastcarpetcare.com

EMAIL

info@northcoastcarpetcare.com

MANAGER

Cindy Mayer, President

SERVICES

Cleaning, Repairs & Restretching;
 Commercial & Residential Upholstery
 Cleaning; Water Damage; Pet Odor
 Removal & Deodorizing; Tile & Grout/
 Area Rugs Cleaning; Hardwood Floor
 Cleaning

HOURS

Mon – Fri: 8am – 5pm
 Sat: 8am – 1pm
 Other: 24/7 Flood Restoration
 Weekend and Evening Appointments

CREDIT CARDS

Amex, Discover, MasterCard, Visa

CERTIFICATION/TRAINING

Institute of Inspection, Cleaning and
 Restoration Certification (IICRC)
 Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/124

North Coast Carpet Care, Inc. cleans carpets, upholstery, drapes, tile and grout, hardwood floors, area and Oriental rugs, and other furnishings for residential and commercial clients in Marin, Sonoma, and Napa Counties. The family-owned and operated company's process includes pre-spotting, pre-conditioning, and moving and replacing most furniture. In addition to its regular services, it cleans automobile and RV interiors; provides water damage restoration services; repairs and restretches carpets; and offers fiber protection for carpets, upholstery and area rugs.

North Coast Carpet Care's IICRC (Institute of Inspection, Cleaning and Restoration Certification) Certified technicians combine state-of-the-art equipment with biodegradable cleaning products to remove all types of stains and odors, including those made by pets. "They're expertly trained to provide outstanding floor care and maintenance," says President Cindy Mayer. "We always guarantee quality work."

COMPANY PHILOSOPHY

"We're truly passionate about our work, and our primary motivation is to maintain our customers' happiness. Our commitment to customer service begins with each client's initial phone call; from there, we establish a professional relationship and communicate how much we truly value their business. It's our goal to retain our repeat customers and continue to build our business by providing outstanding, reliable, value-driven service."

EXCERPTED SURVEY RESPONSES

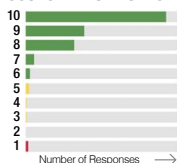
"[I liked] the quality of the job. The carpet was really clean after they left."—Thomas S.

"They were very polite, courteous and helpful. They really did a good job. They were commendable."—James C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 320 random customer surveys since July 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
- ✓ Current Complaint File
- ✓ Business Practices

Best Chimney Sweep cleans chimneys, stove flues, fireplaces, dryer vents and more for homeowners, property managers, homeowners associations, and real estate professionals throughout the North Bay. The company also services damaged systems and provides free initial consultations for property managers and homeowners associations to accurately determine service frequency.

Owner Andy Gatley established Best Chimney Sweep more than two decades ago. He says his company's primary concern is keeping all the outlets in a home safe and efficient. "When left untreated, chimney and dryer vent debris can build up and create possible fire hazards. I work diligently to eliminate the chance of that ever happening."

Best Chimney Sweep tailors its services to match the unique details associated with managing properties, handling everything from resident notifications to electronic invoicing. The company also provides free initial consultations for each property type to accurately determine service frequency.

COMPANY PHILOSOPHY

"I abide by a simple motto: 'If you're going to do something, do it right.' That's how I approach both my work and my relationships with customers. I do the best possible work every time, with no exceptions. If a client isn't happy with something, I'll make it right."

EXCERPTED SURVEY RESPONSES

"He was very personable and gave me information about what he did and what to look for in the future. He was also very prompt."—Andy M.

"He was straight and honest with us, and he told us exactly what was going on. The house was immaculate when he left."—Dian & Bob M.

BEST CHIMNEY SWEEP

(415) 484-6540

Serving All of Marin and Sonoma Counties



Andy Gatley, Owner

WEBSITE

www.bestco.us

EMAIL

answers@bestco.us

MANAGER

Andy Gatley, Owner

SERVICES

Chimney Cleaning
Dryer Vent Cleaning

HOURS

Mon – Fri: 8am – 5pm

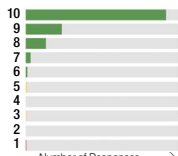
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/502



DIAMOND CERTIFIED RATINGS DASHBOARD based on 387 random customer surveys since October 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

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

DRIVESAVERS, INC.**(877) 265-7165**400 Bel Marin Keys Blvd
Novato, CA 94949Serving Northern California
and the World

Scott Moyer, President

WEBSITE

www.drivesaversdatarecovery.com

EMAIL

recovery@drivesavers.com

MANAGERScott Moyer, President
Gary Blount, Dir. of Customer Support**SERVICES**Data Recovery
eDiscovery
Data Forensics**HOURS**

24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Money-Back Guarantee on Service

CERTIFICATION/TRAINING

HIPAA Certified, SOC2 Type II

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2035

DriveSavers, Inc. provides data recovery services for clients throughout Northern California and the world. The company primarily focuses on recovering data from crashed and damaged computer hard drives, but it also has the capabilities to retrieve information from solid state devices (SSD), digital camera cards, tablets, smartphones, flash memory, and high-end storage devices such as RAID, SAN, and NAS. DriveSavers also provides eDiscovery and digital forensic services for legal professionals, law enforcement, and individuals who require data to be recovered and preserved for court cases and other legal matters.

President Scott Moyer says DriveSavers owes much of its success to its professional, detail-oriented approach to the data recovery process. “People are often stressed when they call us because they’ve lost critical information, so we take as much time as necessary to explain our capabilities, our process and the available service options. Then, we stay in constant contact throughout the process to make it as simple and easy as possible for them.”

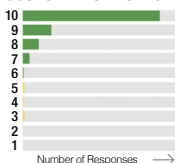
DriveSavers implements a customer-oriented business approach that includes providing clients with a data recovery advisor who manages their specific data loss issues. “Offering the ultimate customer experience is just as important to us as successfully recovering data,” says Mr. Moyer. “We strive to restore both data and peace of mind on every job.”

COMPANY PHILOSOPHY

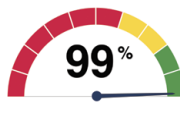
“We understand how disruptive it is to lose critical data, so we make ourselves available around the clock and do whatever it takes to help our customers get their systems and lives back to normal. Our goal is to exceed every customer’s expectations on all levels, at all times.”

EXCERPTED SURVEY RESPONSES

“They were able to recover all of my data.”—Kelly D.

**DIAMOND CERTIFIED RATINGS DASHBOARD** based on **230** random customer surveys since June 2013**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

North Coast Remodeling & Construction Inc. is a general building contractor that provides a variety of new construction and remodeling services for residential clients in Marin, San Francisco, and Sonoma Counties. In addition to remodeling kitchens, bathrooms and whole homes, the company uses its design/build capabilities to create various types of room additions, including award-winning home theaters.

President Brian Hillesheim is a veteran of the construction industry—his experience ranges from hands-on field work to project coordination and jobsite management. Mr. Hillesheim was motivated to establish North Coast Remodeling & Construction after working for several remodeling firms and experiencing a perceived lack of responsiveness in the industry. “I wanted to be solely responsible for quality of workmanship and customer care,” he says.

North Coast Remodeling & Construction emphasizes the importance of keeping organized, efficient jobsites and maintaining long-term relationships with its suppliers, subcontractors, and clients. “We strictly adhere to schedules and budgets,” says Mr. Hillesheim, “and we always keep our clients informed about the details of their projects so they don’t run into any unpleasant surprises.”

COMPANY PHILOSOPHY

“We take pride in our accessibility—we’re readily available, we return calls promptly and we keep lines of communication open. Our goal is to exceed our customers’ expectations on every job, thus earning their repeat business and referrals.”

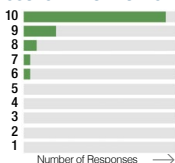
EXCERPTED SURVEY RESPONSES

“I think they are honest and tidy. They do quality work. I have used them for a couple of jobs and have been very satisfied. In fact, I just called them to do another job.”—M.R.E.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **31** 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. 833355
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CONTRACTOR - DESIGN & BUILD

**NORTH COAST
REMODELING &
CONSTRUCTION INC.**

(415) 997-8963

Serving Marin, San Francisco and Sonoma Counties



Pacific Heights kitchen remodel, San Francisco

EMAIL

northcoastrandc@gmail.com

MANAGER

Brian Hillesheim, President

SERVICES

- Additions
- Bathrooms & Kitchens
- New Construction
- Whole House Remodels

HOURS

Mon – Fri: 7:30am – 5pm

CREDIT CARDS

MasterCard Visa

EMPLOYEES

15

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1628

CULLEN CONSTRUCTION & RECONSTRUCTION

(415) 927-1507

Serving Marin County



Jim Cullen has been working construction since 1974.

EMAIL

cullenet@gmail.com

MANAGER

Jim Cullen, Owner

SERVICES

Cabinet Work	Concrete
Flatwork	Decks
Drywall	Fences
Finish, Paint	Foundations
Hydronic	Insulation
Linoleum	Kitchens, Bathrooms
Masonry	Plumbing
Retaining Walls	Rough Electrical
Rough Framing	Rough Plumbing
Steel Framing	Tile Setting
Trim Work	Windows, Doors

HOURS

Mon – Fri: 8am – 4:30pm

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/221

Cullen Construction & Reconstruction provides a variety of residential remodeling services and new construction of custom homes for clients in Marin County. In addition to creating custom kitchens and bathrooms, the company installs cabinets, windows, doors and insulation; builds decks, fences and retaining walls; offers Green framing options; and more.

Owner Jim Cullen has been involved in the construction industry for more than 40 years. An experienced draftsman with degrees in electrical engineering and computer science, Mr. Cullen says he prides himself on his reliability, efficiency and problem solving skills. “I work with conscientious and experienced crew members, many of whom have been with me for more than 10 years. Everyone on my team shares my focus.”

Cullen Construction & Reconstruction takes an inclusive approach to working with its clients. From the very beginning of a job, the company evaluates a project plan and provides an accurate cost estimate and timeline for completion. “Our efficiency allows us to work within our projected schedule 90 percent of the time,” says Mr. Cullen.

COMPANY PHILOSOPHY

“We always consider our clients’ specific needs, goals and budgets, and because of that, we’re extremely adept at anticipating problems before they arise. We thrive on challenges, and we’re stimulated by the teamwork aspects of construction. Our ultimate goal is to give our clients the respect, consideration, and workmanship they expect and deserve. We want them to be as thrilled with the experiences as the end results.”

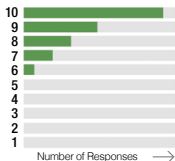
EXCERPTED SURVEY RESPONSES

“He does what he says when he says he’ll do it. He’s like a magician at solving problems.”
–Tom C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **114** random customer surveys since February 2003

CUSTOMER SATISFACTION



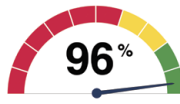
↑ More Satisfied
↓ Less Satisfied

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. 662506
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

BB & B Builders Inc. provides comprehensive planning, design, and construction services for residential and commercial building projects throughout the Bay Area. In addition to working on everything from custom homes to hotels, schools and wineries, the fourth-generation Marin company works closely with architects, engineers, and interior decorators and designers to handle clients' pre-construction design needs.

President Rob Buckle says BB & B Builders' ability to handle every step of its clients' building projects gives the company a distinct advantage over its competition. "We have everything we need to complete projects from the ground up, including drywallers, electricians, carpenters, plumbers, painters and roofers. Regardless of what a job calls for, we're prepared to efficiently handle it."

As part of its customer-oriented business approach, BB & B Builders provides every project with in-depth plans and proposals that include 3D designs, plan views, elevations, and sections. "We like to give as much information as possible for the job at hand," explains Mr. Buckle. "By making our proposals clear and descriptive, we ensure our clients know exactly what to expect."

COMPANY PHILOSOPHY

"We strive to fulfill all our customers' building needs by utilizing our many resources and excellent teamwork to provide high-quality results at competitive prices. We're very particular about making sure every job is done safely and correctly, and we believe in the importance of being honest and reliable throughout every step of the construction process."

EXCERPTED SURVEY RESPONSES

"They are always on time and very thorough. They explain things and find ways to save you money if they can."—Serg D.

BB & B BUILDERS INC.

(415) 523-5725

Serving the Bay Area



A recent kitchen remodeling project by BB & B Builders

WEBSITE

www.bbbbuilders.net

EMAIL

Robert@bbbbuilders.net

MANAGER

Robert Buckle, President

SERVICES

- Planning, Design & Construction Services
- Custom Homes
- Multi-Family Housing
- Residential Facilities
- Hotels, Schools, Churches,
- Restaurants, Wineries, Commercial
- Tenant Improvements
- 3D Designs

HOURS

Mon – Fri: 8am – 5pm
Available by Phone 24/7

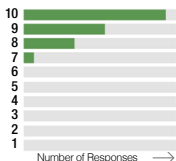
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1824



DIAMOND CERTIFIED RATINGS DASHBOARD based on **30** random customer surveys since January 2012

CUSTOMER SATISFACTION



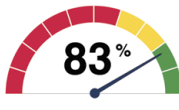
↑ More Satisfied
↓ Less Satisfied

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. 866058
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

LW CONSTRUCTION & HANDYMAN SERVICES

(415) 868-5915
(707) 397-5969
(877) 538-8968



WEBSITE

www.L3Wconstruction.com

EMAIL

Lamine@L3WConstruction.com

MANAGER

Lamine Elabed, President

SERVICES

General Contractor Services; Handyman Services; Kitchen and Bathroom Remodeling; Termite and Dry Rot Repair; Property Maintenance and Management; Home Maintenance and Repairs, Including Electrical, Plumbing, Carpentry, Mechanical, Flooring, Drywall, Roofing, Painting

HOURS

Mon – Fri: 8:30am – 6pm
 Sat: 8:30am – 12pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

CERTIFICATION/TRAINING

EPA Certified Lead Renovator

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1346

LW Construction & Handyman Services (formerly known as Handyman Network of Marin) provides home and business repairs, remodeling, home improvements, and additions for clients in Marin, Sonoma, Napa, Solano, Contra Costa, Alameda, and San Francisco Counties. The company builds, installs, repairs and improves carpentry, plumbing, electrical, and mechanical systems for residential and commercial clients.

President, owner and operator Lamine Elabed says LW Construction & Handyman Services has built a trusted reputation for providing quality work at a fair price. “Our customers know we only hire skilled experts who are always prompt, courteous and professional. Our primary goal is to do right by the client the first time. They reward us by their repeat business and referrals.”

LW Construction & Handyman Services is a local, family-owned general contractor. Its employees all have at least 15 years of experience, are required to pass background and drug screenings, and are trained to tackle a variety of tasks.

COMPANY PHILOSOPHY

“We’ve earned a reputation for being trustworthy, reliable and respectful of our customers. All they have to do is explain the repairs they need and we’ll send professional craftsmen right to their doors. Our constant communication, attention to detail and concern for our customers’ satisfaction ensures each job is done correctly the first time.”

EXCERPTED SURVEY RESPONSES

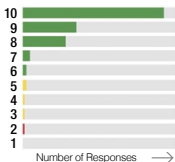
“They’re very flexible. They’ll do pretty much any job that you need done.”—Benjamin V.

“Peggy, from the office, was so amazingly efficient and friendly. The customer service was beyond belief. They were as close to perfect as I could imagine.”—Susan W.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **144** random customer surveys since May 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. 893487
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

RM Construction provides a variety of remodeling services for residential and commercial clients in Marin County and San Francisco. The company has the training and equipment to handle every phase of the construction process in-house, and it's also qualified to offer advice on the use of environmentally-friendly building products.

Owner Rory Moore says RM Construction's customer-oriented approach to remodeling has allowed the company to develop a loyal clientele base. "We like to get to know our clients because it gives us a better indication of how we can serve them to the best of our abilities. We're only as good as our last job, so we focus on making sure each client is completely satisfied with the process."

RM Construction prioritizes communication on every project, which Mr. Moore says is the key to achieving positive results. "We believe it's important to keep in touch with our clients throughout their projects, even after the work has been completed. A lot of times, they know what they want but they don't know how to get there, so our job is to provide them with all the information they need to make the right decisions."

COMPANY PHILOSOPHY

"Our clients are very important to us. Without them, we wouldn't be in business, so we always make sure they're happy with every aspect of our work. We don't just get up and leave when the going gets tough—we utilize our expertise to foresee potential problems and produce high-quality results."

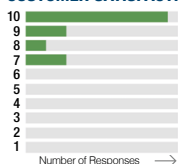
EXCERPTED SURVEY RESPONSES

"They are very honest, reliable and knowledgeable. They were on time and they got the job done in a timely fashion."—Aileen H.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **12** 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. 685567
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CONTRACTOR - REMODELING & ADDITIONS

RM CONSTRUCTION

(415) 534-5497

Serving Marin County
and San Francisco



RM Construction remodeled this kitchen and dining room.

WEBSITE

www.40shadesofgreen.co

EMAIL

constructbyrm@aol.com

MANAGER

Rory Moore, Owner

SERVICES

Residential & Commercial
Remodeling

HOURS

Mon – Fri: 8am – 6pm

GUARANTEES

Lifetime Warranty on Labor
Manufacturers' Warranties
on Materials

CERTIFICATION/TRAINING

Permaculture Design Course (PDC)
Certificate, Permaculture Institute

BRANDS

Calstone, Belgard, Pacific Interlock
Pavingstone

EMPLOYEES

7

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2513

DC TILE AND STONE

(415) 830-8780

Serving Marin, Sonoma and Napa Counties



DC Tile and Stone recently installed this countertop and backsplash.

WEBSITE

www.tileandstone-sanrafael.com

EMAIL

derek.dctilencal@yahoo.com

MANAGER

Derek Kahn, Owner

SERVICES

Installation of Tile & Stone:

- Slate
- Granite/Quartz
- Glass
- Porcelain
- Metal Tiles
- Marble
- Travertine
- Ceramic
- Mosaic

HOURS

Mon – Fri: 8am – 6pm
Sat – Sun: 10am – 4pm

CREDIT CARDS

Amex, MasterCard, Visa

EMPLOYEES

3

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1775

DC Tile and Stone designs and installs slate, marble, granite, travertine, ceramic, porcelain, mosaic, glass and metal tiles, and granite/quartz countertops for homeowners in Marin, Sonoma, and Napa Counties. The company utilizes the latest industry technology and design trends to create tile projects that fit any budget or style, from old world to contemporary. In addition to its installation and design capabilities, it offers in-home consultations to homeowners who need help planning their kitchen or bathroom projects.

Owner Derek Kahn says the biggest differentiating feature of DC Tile and Stone is the way it works closely with clients throughout every phase of the tiling process—an inclusive approach that’s rarely seen in the tile and granite countertop industry. “Some contractors make decisions without their clients’ approval, but we really pay attention to what each homeowner wants and cater to their needs. They’re our referral system, so it’s very important that we make them happy.”

DC Tile and Stone is known for its comprehensive preparation and clean-up processes, which include hanging plastic for dust protection, laying drop cloths, protecting yards and cleaning any overspray. “After everything is completely clean, we do a final walkthrough and see if the homeowner wants to change anything,” adds Mr. Kahn. “Everything we do is based on ensuring our clients’ satisfaction.”

COMPANY PHILOSOPHY

“Our mission is to make our clients’ remodeling projects less stressful by providing a professional atmosphere tailored to meet their specific needs, both in terms of design and function. We strive for 100 percent customer satisfaction, so we never leave a job until the homeowner is completely happy with our work.”

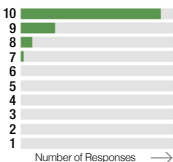
EXCERPTED SURVEY RESPONSES

“They were reliable and professional.”—Robyn N.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **66** random customer surveys since September 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. 934359
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Pacific Circle, Inc. creates decks, patios, fences, arbors, railings and artisan gates for residential clients throughout Marin County. The company takes a design/build approach to its projects by employing both in-house designs and carpenters who handle everything from design consultations to final installations.

Owner Brandon Stieg established Pacific Circle to apply his background in architecture, wood working and sculptural art to Bay Area deck, patio and fence projects. Mr. Stieg says his company emphasizes custom design, artistic detail and quality craftsmanship on every job it undertakes. "We see each project through from beginning to end, and we pride ourselves on offering experience, creativity, and efficiency from the drafting board to the final installation details."

Pacific Circle proudly uses Green construction methods and environmentally-friendly materials—it can build with reclaimed and FSC Certified lumber upon request, and it also creates decks made from composite materials. "Composite decks offer superior durability with minimal maintenance," says Mr. Stieg.

COMPANY PHILOSOPHY

"We're builders by trade and artists at heart. As a small company, we're able to dedicate our full attention to each job and individual client. We rely on referrals for our business, and our primary goal is to make our customers happy. The more time we spend with them, the more we understand what will make sense for their specific needs. We like to say, 'If you can dream it, we can design and build it.'"

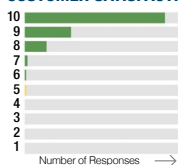
EXCERPTED SURVEY RESPONSES

"They do high-quality work. They are very nice to work with. They are creative and they try to understand the customer's vision."—Mr. W.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **157** 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 License No. 814762
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

PACIFIC CIRCLE, INC.

(415) 785-8044

Serving Marin County



PACIFIC CIRCLE, INC.
DESIGN • CONSTRUCTION



Two of Pacific Circle's recent projects: an Ipe hardwood deck (top) and a cable railing system



WEBSITE

www.pacific-circle.com

EMAIL

brandon@pacific-circle.com

MANAGER

Brandon Stieg, Owner

SERVICES

- Landscape and Hardscape Design
- Studios
- Gazebos
- Pergolas
- Glass Railings
- Garages and Additions
- Cable Railings
- Custom Gates
- Driveway Gates
- Timber Framing
- Sheds

HOURS

Mon – Fri: 9am – 4pm

EMPLOYEES

7

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1053

THOMAS A DALY CONSTRUCTION

(415) 493-8993

Serving Marin County



Thomas Daly, Owner

WEBSITE

www.dalyconstructionmarin.com

EMAIL

info@dalyconstructionmarin.com

MANAGER

Thomas Daly, Owner

SERVICES

Decks & Patios
Remodeling & Additions
Retaining Walls
Carports
Foundations

HOURS

24/7

EMPLOYEES

2-10

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2059

Thomas A Daly Construction provides a complete range of construction and remodeling services for residential clients throughout Marin County. In addition to building decks and patios, the company has the in-house capabilities to remodel kitchens and bathrooms, create room additions and outdoor living spaces, build carports and retaining walls, and perform foundation work.

Owner Thomas Daly says his company's ability to provide high levels of customer satisfaction is a natural result of the interactive, hands-on approach it takes on every job. "We keep our clients involved throughout the entire process and work with them to achieve their goals. When they give us rough ideas of what they want, we'll expand on those ideas and communicate clearly until we're able to create a final product that everyone is happy with."

Thomas A Daly Construction emphasizes affordability by working within its clients' specific budgets while still focusing on achieving the best possible results. "We personally go over each project with our customers and walk them through the best and most affordable ways to complete the work," explains Mr. Daly. "No matter what type of project a client has in mind, we have the experience to handle it."

COMPANY PHILOSOPHY

"Our goal is simple: provide high-quality products at reasonable prices. Our detail-oriented approach ensures no unnecessary work is done, which our customers appreciate. Through open communication and top-notch workmanship, we strive to keep every client happy."

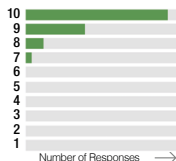
EXCERPTED SURVEY RESPONSES

"They are very reliable, which is not easy to find nowadays. They keep their word regarding the work and the price. They are consistent."—Ivo S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **38** random customer surveys since August 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. 593788
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Michael B. Mayock, Inc. dba A Complete Drywall Company is a custom drywall firm that has been serving residential and commercial clients in the Greater Bay Area for 41 years. The company offers a wide range of drywall services, including plastering, taping, all forms of texturing, Level 5 smoothwall application, metal stud framing and trimless work. It has also recently added acoustical attenuation (soundproofing) to its arsenal of services. "Our professional, highly trained technicians can provide and install the most current products available to help our clients with their soundproofing needs," says owner and company namesake Michael Mayock.

Mr. Mayock established Michael B. Mayock, Inc. in 1978 and incorporated in 1986. "Even though we've been doing this for many years, we don't treat any job routinely," he says. "Our technicians know every drywall job is unique, and they're savvy enough to use the best methods for the job at hand."

COMPANY PHILOSOPHY

"Our finished products and our customers' satisfaction remain our top priorities. We back our service with product knowledge and high-level craftsmen with many years of experience. We pride ourselves on providing quality drywall work at reasonable rates, and we don't consider any job complete until the client is 100 percent satisfied. If there's ever a problem with our work, we'll return to remedy it, no matter how much time has passed."

EXCERPTED SURVEY RESPONSES

"I use them all the time. They're fast and efficient, and they keep things clean."—Rich D.

"I've used them for years. The work is consistent and they show up when they say they will."—Hoyt D.

DRYWALL CONTRACTOR

MICHAEL B. MAYOCK, INC.

DBA A COMPLETE DRYWALL COMPANY

(415) 669-4977

Serving the Greater Bay Area

EMAIL

mike@mayockdrywall.com

MANAGER

Michael B. Mayock, Owner

SERVICES

Drywall	Plaster Repair
Metal Stud Framing	Taping
Fry Reglet Installation	Coved Ceilings
Venetian Plaster	
Smooth Wall (Level 5 Specialist)	
Texturing (All Forms)	
Acoustical Drywall (Soundproofing)	
Trimless Job Expert	
Expert Witness Consulting	

HOURS

Mon – Fri: 7am – 5pm

GUARANTEES

Satisfaction Guaranteed

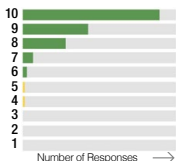
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/291



DIAMOND CERTIFIED RATINGS DASHBOARD based on **129** random customer surveys since August 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. 632216
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

INTEGRITY ELECTRIC, INC.

(415) 347-6975

3817 Redwood Hwy, Suite A
San Rafael, CA 94903



Owners Jerry and Kari Thompson and family

WEBSITE

www.integrityelectric.net

EMAIL

Office.integrityelectric@gmail.com

MANAGER

Jerry and Kari Thompson, Owners

SERVICES

Residential and Commercial Installations
Complete Homes and Remodels
Service Panel Upgrades
Hot Tubs and Spas
Tenant Improvements
Troubleshooting

HOURS

Mon – Fri: 7am – 4pm

CREDIT CARDS

MasterCard Visa

EMPLOYEES

9

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1372

Integrity Electric, Inc. installs, repairs, and upgrades electrical systems for residential and commercial clients in Marin, Sonoma, and San Francisco Counties. The company works on projects of all sizes, from new home construction to small troubleshooting jobs. Its services include electrical work for remodels, service panel upgrades, computer networking, wall TV units, LED light retrofitting, spa wiring and much more. Electric vehicle hook-up needs are a niche for Integrity Electric—it installs electric car chargers and handled the wiring in Tesla’s Corte Madera showroom.

Owner Jerry Thompson has more than three decades of experience in the electrical contracting industry. He established Integrity Electric with his wife, Kari, to provide consistent quality and excellence for Bay Area customers. Mrs. Thompson says the company’s name is a reflection of her husband’s work ethic. “When I met Jerry, I was struck by his integrity and huge heart. Any job he takes on is completed with the utmost care and reliability.”

Integrity Electric also offers building inspection services that include detailed reports and per item price lists for all indicated repairs or code violations. “We take an in-depth approach to each electrical inspection, which allows us to gain an accurate picture of the scope of work and ensure there are no oversights,” says Mr. Thompson.

COMPANY PHILOSOPHY

“Our business approach is simple: We answer our phones, keep our promises and provide superior electrical work. Happy customers are the best form of advertisement, so it’s very important for us to continue to serve them with integrity and honesty.”

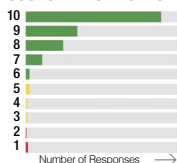
EXCERPTED SURVEY RESPONSES

“They are efficient and straightforward.”—Larry B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **340** random customer surveys since July 2008

CUSTOMER SATISFACTION



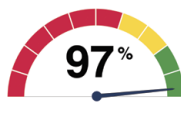
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

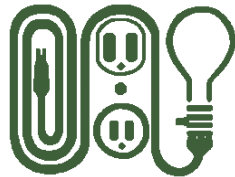
COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 678330
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

GREENWOOD ELECTRIC, INC.

(415) 742-1947

Serving the Greater Bay Area



Greenwood Electric, Inc. is a full-service electrical contractor that offers repairs, reworks, and new installations to residential and commercial clients throughout the Greater Bay Area. Its services include indoor and outdoor lighting design and installation, and it can also install solar systems, telephone and network cabling, and wiring for hot tubs and spas.

Owner and founder Joseph Greenwood's industry experience dates back to 1978. Mr. Greenwood started Greenwood Electric in 1991 to lend his expertise to electrical projects and work directly with local homeowners and other contractors. He says his San Rafael-based business prides itself on delivering professional, reliable and courteous electrical service.

Greenwood Electric's commercial services cover everything from restaurant and retail space remodeling to pipe bending. The company's repertoire also includes tenant improvements, safety inspections, troubleshooting, complete wiring for new construction and rewiring for existing structures. For the convenience of its customers, it offers free estimates and accommodates work schedules as much as possible.

COMPANY PHILOSOPHY

"We strongly believe in the concept of 'service after the sale.' We make it a point to follow up with our customers to ensure everything meets their expectations. We quickly return calls and resolve any problems that arise. We want our customers to know they can rely on us to keep all our promises, even after the job is done."

EXCERPTED SURVEY RESPONSES

"It was a trouble-free, quick and professional experience. They knew exactly what was wrong, put things in place and went right to work. It was a wonderful experience."—A.C.B.C.

WEBSITE

www.greenwoodelectric.com

EMAIL

joe@greenwoodelectric.com

MANAGER

Joseph A. Greenwood, Owner

SERVICES

Bathroom & Ceiling Fans
Circuit Add-Ons & Repairs
New Home & Remodel Electric
Outdoor Lighting
Solar System Installation
Safety Inspection
Tenant Improvements
Troubleshooting
Lighting Design & Electrical Installation

HOURS

Mon – Fri: 7am – 4:30pm

EMPLOYEES

3

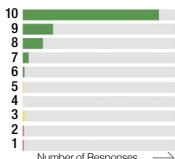
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1614



DIAMOND CERTIFIED RATINGS DASHBOARD based on 236 random customer surveys since January 2010

CUSTOMER SATISFACTION



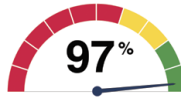
↑ More Satisfied
↓ Less Satisfied

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. 621305
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

REYFF ELECTRIC, INC.

(415) 508-5638
(707) 397-5940

636 Martin Avenue
Rohnert Park, CA 94928

Serving Marin, Sonoma,
Solano and Napa Counties



WEBSITE

www.reyffelectric.com

EMAIL

reyffoffice@reyffelectric.com

MANAGER

Ray Reyff, Owner

SERVICES

Troubleshooting & Rewiring
Under-Cabinet Lighting
Home Inspections
Repair & Installation
New Construction
Energy Maintenance
Cable & Data Networking
Generators
Lighting Modification & Upgrades

HOURS

Mon – Fri: 8am – 5pm
24-Hour Emergency Service Calls

CREDIT CARDS

Amex, MasterCard, Visa

EMPLOYEES

50

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1767

Reyff Electric, Inc. has been providing electrical construction and service for Marin, Sonoma, Solano, and Napa Counties since 1980. The family-owned and operated company was established by Ray Reyff Sr., based on hard work and integrity. These values carried through to his eldest son, Ray Reyff Jr., who now owns and operates all branches.

Reyff Electric's office support staff promptly returns calls during regular business hours and schedules all appointments to best accommodate customers. The company's service technicians are scheduled within two-hour windows and may offer to call 15 minutes before their arrival.

Reyff Electric's residential electrical services include (but are not limited to) spa and hot tub hookups, troubleshooting and rewiring, panel and breaker upgrades, cable DSL networking, motion detectors and flood lighting, audio and visual installations, ballast and lamp replacements, smoke detector repairs and installations, appliance hookups, can lighting and dimmer controls, bath and ceiling fan installations, and much more.

COMPANY PHILOSOPHY

"Our goal is simple: provide great service. We pride ourselves on our outstanding workmanship and service, and all our work is guaranteed. Our commitment to building a strong company and dedication to our customers has made our company what it is today."

EXCERPTED SURVEY RESPONSES

"They are very prompt and thorough."—Claire M.

"They are community-oriented, efficient, and they do a good job."—C.T.O.

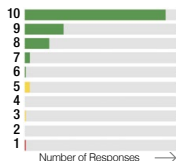
"[They're] friendly, easy to work with, efficient and trustworthy."—Burt B.

"They were professional, helpful and there when I needed them."—Amy R.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 213 random customer surveys since July 2011

CUSTOMER SATISFACTION



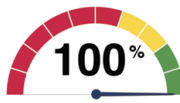
↑ More Satisfied
↓ Less Satisfied

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. 387874
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

AC Electric installs and repairs lighting systems, performs LED retrofits and service upgrades, handles the electrical wiring for remodeling projects, and provides various electrical contracting services for residential and commercial clients throughout Marin County. The company also has the ability to install home automation systems that allow homeowners to conveniently control their lights, shades and thermostats from their smartphones or tablets.

Owner Michael Martins says AC Electric's creative, customer-oriented approach to electrical work has been an important aspect of its success. "We really enjoy collaborating with our clients to come up with imaginative solutions to their electrical needs. It's a great feeling when we're able to combine our creativity and professional skills to accomplish the results they envision."

AC Electric maintains a staff of certified and licensed technicians who are continually trained on the latest technological and procedural advancements in the electrical industry. "Our technicians possess years of on-the-job experience, and they know exactly what it takes to achieve quality results," says Mr. Martins. "They're also personable and neat when they're working, which makes our clients more comfortable with the entire process."

COMPANY PHILOSOPHY

"We think of our clients as family members, so we always treat their properties with respect and make sure they're completely satisfied throughout every step of their projects. By taking a personal approach to electrical work, we're able to provide each customer with design and installation options that meet their specific needs."

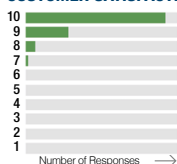
EXCERPTED SURVEY RESPONSES

"They're reliable, competent, pleasant and professional."—Nancy B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **82** random customer surveys since July 2015

CUSTOMER SATISFACTION

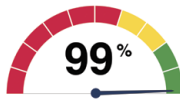


CUSTOMER LOYALTY



"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. 823899
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

AC ELECTRIC

(415) 231-2028

7049 Redwood Blvd, Ste 101
Novato, CA 94945

Serving Marin County



WEBSITE

www.A-C-Electric.com

EMAIL

michaelmartins57@att.net

MANAGER

Michael Martins, Owner

SERVICES

Lighting Installation & Repair
LED Retrofits
Service Upgrades
Electrical Rewiring for
Remodeling Projects
Home Automation
Subpanel Relocation & Replacement
GFCI Installation

HOURS

Mon – Fri: 9am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

BRANDS

Cutler-Hammer, Leviton,
Lutron, Murray

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2277

CALIFORNIA FENCING

(415) 689-6024

Serving Marin County



Owner Robert Easley is a veteran of the fence industry.

WEBSITE

www.calfencing.com

EMAIL

calfence@gmail.com

MANAGER

Robert Easley, Owner

SERVICES

- Wood Fences
- Decks
- Retaining Walls
- Trex & Composite Materials

HOURS

By Appointment

EMPLOYEES

5

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1962

California Fencing builds and installs fences, decks, and retaining walls for residential clients throughout Marin County. The company works with a variety of natural and composite materials (including redwood, cedar, Ipe and Trex), and its wide ranging experience with fence and deck designs allows it to customize each product for the homeowner's specific needs.

Owner Robert Easley credits much of California Fencing's success to its ability to develop and maintain positive relationships with its clients. "We pride ourselves on our trustworthiness, and that's a big reason why our customers call us for more work and recommend us to others," he says. "By combining a customer-oriented business approach with high-quality products, we've really been able to stand out."

California Fencing's website, www.calfencing.com, features an extensive photo gallery that showcases many of its recent fence, deck and retaining wall projects so potential clients know exactly what to expect. "When people see the finished products we have on our website, they get a real sense for the quality of our work," affirms Mr. Easley.

COMPANY PHILOSOPHY

"Our main objective is to leave our customers completely satisfied, so we pay close attention to their needs and always deliver exactly what we say we're going to deliver. We understand homeowners expect a high level of quality and service when they take on fence and deck projects, and that's exactly what we provide."

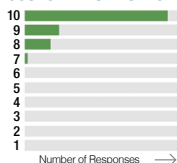
EXCERPTED SURVEY RESPONSES

"They were a breath of fresh air. They did a good job and cleaned up after themselves. The workers were incredible and worked right through the job, with no fooling around."—Carol B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 72 random customer surveys since January 2013

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



HELPFUL EXPERTISE®



COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 469765
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Door Pros provides a wide range of garage door services for residential and commercial customers throughout the Greater Bay Area and the Greater Sacramento Area, handling everything from spring, cable and hardware repairs to automatic door opener installations and door panel replacements.

Owner Josh Camilleri credits Door Pros' success to its highly experienced and dedicated technicians, all of whom are trained to use the latest industry technology and techniques. "We've been growing steadily over the past few years, but our employees still have the same attitudes and business ethics as when we started," he says. "Our goal has always been to keep our customers happy by providing excellent services that exceed their expectations, and that's what we continue to do."

Door Pros is known for its comprehensive same-day repair services, which are designed to maximize turnaround time without compromising quality of workmanship. "Our ability to quickly handle problems is an important asset," confirms Mr. Camilleri. "When customers see we're able to expertly fix their doors and install new hardware in one day, they feel confident about calling us again and referring us to others."

COMPANY PHILOSOPHY

"We take great pride in the craftsmanship and dedication we put into every project. Our attention to detail has always made us stand out in our industry and has allowed us to develop a positive reputation with our clientele. Ultimately, we want each customer to have a positive experience that extends throughout every phase of their garage door project."

EXCERPTED SURVEY RESPONSES

"The price was right and the quality of their work was superior."—Jenn R.

DOOR PROS

(415) 523-0025

Serving the Greater Bay Area
and the Greater Sacramento
Area



WEBSITE

www.MarinDoorPros.com

EMAIL

info@sfdoorpros.com

MANAGER

Jared Willis, Owner/Manager

SERVICES

New Garage Door Sales
Garage Door Repair and Service
New Garage Door Openers
Garage Door Opener Repair
Broken Hinges and Hardware
Door Panel Replacement Sections
Garage Door Installation

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

14

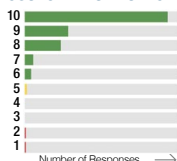
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1785



DIAMOND CERTIFIED RATINGS DASHBOARD based on **228** random customer surveys since November 2011

CUSTOMER SATISFACTION



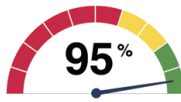
↑ More Satisfied
↓ Less Satisfied

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. 958861
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

OLD TOWN GLASS

(415) 897-0088

700 Grant Avenue
Novato, CA 94945



Two Old Town Glass technicians install a sliding glass door on a client's home.

WEBSITE

www.otglass.com

EMAIL

quote@otglass.com

MANAGER

John Pope, Owner/Manager

SERVICES

Sales & Installation
Commercial & Residential
Glass, Screens, Plastics, Mirrors
Frameless Showers

Windows:

Wood, Aluminum, Vinyl, Fiberglass

Doors:

Interior, Exterior, Sliding, Front, French

HOURS

Mon – Fri: 7:30am – 5:30pm
Sat: 9am – 3pm

CREDIT CARDS

Discover, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/832

Old Town Glass is a residential and commercial glazing contractor and window and door product expert. As a full-service firm, the company installs, repairs and services a variety of glass products made by several leading manufacturers, including Marvin Windows and Doors, Milgard Windows and Doors, and Integrity Windows and Doors. Its AAMA InstallationMasters™ Certified window and door installers are factory-trained to install and service all the products it offers.

Owner John Pope says Old Town Glass' success is due to its "hand-in-hand" approach to customer service. "We receive a substantial amount of word-of-mouth referrals. Our professionalism and courtesy have really resonated with our clients. They enjoy the personal attention we show them."

Old Town Glass' installation capabilities extend to numerous other products, including deck railings, shower glass, mirrors, skylights, shower and bathtub enclosures, and more. "We also have a large inventory of parts for older products if a customer needs to repair an old window or door," adds Mr. Pope. "If we don't have it in stock, we can usually get it within a week or two."

COMPANY PHILOSOPHY

"Our courteous and professional staff is dedicated to providing the best glass products for each individual customer's application. We try to simplify the buying process by offering an array of products from well-respected and trusted manufacturers. Our customer-centric management style has been adopted by everyone in the company—our primary concern and the true measure of our success is our clients' satisfaction."

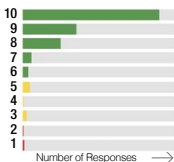
EXCERPTED SURVEY RESPONSES

"I have known John for many years. He is always dependable, professional and a pleasure to do business with."—Donna J.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **325** random customer surveys since January 2006

CUSTOMER SATISFACTION



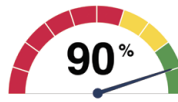
↑
More Satisfied
↓
Less Satisfied

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. 736844
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Family-owned and operated since 1986, Superior Seamless Gutter installs copper and pre-painted galvanized steel gutters in a variety of sizes and styles for residential and commercial clients in Marin, Sonoma, and Napa Counties. The company works on all types of projects, including simple gutter replacements, new construction jobs, hilltop mansions, custom homes and wineries.

Owner Greg Van Cleave has more than 30 years of experience in the seamless gutter industry. Prior to establishing his own business, he worked for a sheet metal company for many years. Today, Mr. Van Cleave works alongside his son, estimator Cory Thomas, who says Superior Seamless Gutter has perfected the rain gutter installation process. "There's really nothing we haven't seen or addressed. We strive to find a solution for every problem we come across."

Superior Seamless Gutter works with quality-minded contractors throughout the Bay Area. "Over the past 33 years, we've maintained positive working relationships due to our high level of professionalism, workmanship and quick response time," says Mr. Van Cleave.

COMPANY PHILOSOPHY

"We focus on providing the best for our clients, and our pursuit of excellence is evident in everything we do. We have high standards and are proud of the quality of our work. As such, we retain experienced installers who use their extensive training to perform clean, professional installations backed by lifetime warranties. Our estimator doesn't work on commission—he was a lead foreman for many years, and he's knowledgeable about the installation process and sensitive to the needs of our clients. Our office staff is available Monday through Friday (7am to 4pm) to offer support to our clients."

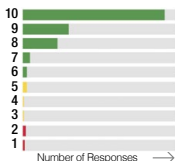
EXCERPTED SURVEY RESPONSES

"They were fast and they did a great job."—Mr. K.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **240** random customer surveys since October 2010

CUSTOMER SATISFACTION

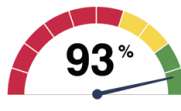


CUSTOMER LOYALTY



"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. 510457
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

SUPERIOR SEAMLESS GUTTER

(415) 484-6417

Serving Marin, Sonoma and Napa Counties



WEBSITE

www.superiorseamless.com

EMAIL

lisa@superiorseamless.com

MANAGER

Greg Van Cleave, Owner
Cory Thomas, Estimator

SERVICES

Seamless Gutters	Copper & Steel
New Construction	Downspout
Rain Gutters	Leaf Protection
Gutter Guards	

HOURS

Mon – Fri: 7am – 4pm

CREDIT CARDS

MasterCard Visa

BRANDS

Custom Bilt Metals, ABC Supply, Raindrop Gutter Guard, Noll, Green Gutter Screens

EMPLOYEES

15

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1683

FC REMODELING

(415) 801-4071

Serving the North Bay
and East Bay

Franco Corvasce, Owner

WEBSITE

www.fcremodeling.biz

EMAIL

francocorvasce@sbcglobal.net

MANAGER

Franco Corvasce, Owner

SERVICES

Handyman Services
 Kitchen & Bathroom Remodeling
 Plumbing & Electrical Work
 Windows & Doors
 Interior & Exterior Painting
 Siding & Decks
 Drywall & Tile

HOURS

Mon – Fri: 9am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2226

FC Remodeling provides handyman services, remodels kitchens and bathrooms, and takes on various general construction jobs for residential clients throughout the North Bay and East Bay. The company has the training and equipment to work on every step of its customers' renovation projects, from interior and exterior painting to window, door, and cabinet installations.

Owner Franco Corvasce credits much of FC Remodeling's success to its detail-oriented approach to construction work. "Our goal on each project is to provide high-quality craftsmanship while simultaneously taking care of the client's personal property," he explains. "We believe in doing every job right the first time, so we never rush through our work; instead, we maintain a steady pace that ensures consistent progress and the best possible results."

FC Remodeling communicates clearly with its clients throughout every phase of their projects so they know exactly what to expect. "Staying in constant contact with our customers allows us to quickly address any issues that arise during the course of the job," says Mr. Corvasce. "We know how to find creative, effective solutions to construction-related problems."

COMPANY PHILOSOPHY

"We focus on providing the highest quality installations and craftsmanship on every job, regardless of its size. Our clients are very important to us, so we go the extra mile to make sure their home improvement projects last for many years and are completed to their total satisfaction."

EXCERPTED SURVEY RESPONSES

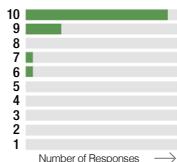
"Franco is very thorough, communicative and responsive. He also follows up on issues well."
 –Ilona C.

"I liked the quality of the work. Franco has a good eye for design. We were very happy with him."
 –Robert M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 27 random customer surveys since January 2015

CUSTOMER SATISFACTION



↑ More Satisfied
 ↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

RATINGS STATUS

We declare that FC Remodeling has passed all of the rating steps and has earned the Diamond Certified award, Certificate No. 2226.

David Pak

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 931238
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Rafael Floors, Abbey Carpet Center offers a variety of floor coverings to residential clients in Marin County and San Francisco, including laminate, hardwood and vinyl floors; natural flooring (wool, cork, seagrass, bamboo); and carpet. The company's 5,000-square-foot San Rafael showroom allows customers to view its products in a full range of styles and colors.

Since opening its doors in 1957, Rafael Floors has been inducted into the Best of Marin Hall of Fame and has earned several local awards, including *Pacific Sun's* "Best of Marin – Carpet Store" 13 times and "Best of Marin – Hardwood Flooring" seven times. Owners Ron Leach and Steve Villa have a long history with the company—Mr. Leach started in 1962 and Mr. Villa joined in 1978.

Rafael Floors' employees hold designations such as CFS (Certified Flooring Specialists) and CFI (Certified Flooring Installers), and they train continuously to keep updated on the latest industry trends and product and installation techniques.

COMPANY PHILOSOPHY

"Our success is due to our professional, well-trained salespeople and our in-house installation force, all of whom make it their priority to take special care of our customers. We're proud that 80 percent of our business comes from referrals and those who return to us for their flooring needs. We like to provide our customers with special touches, such as thank-you cards and 'installation anniversary cards' that remind them how their flooring has endured the test of time."

EXCERPTED SURVEY RESPONSES

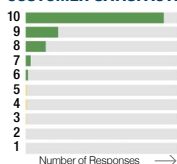
"The saleswoman was knowledgeable and very helpful."—Betty B.

"They're very accommodating, they have good products and they follow through."—Joan G.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **450** random customer surveys since February 2006

CUSTOMER SATISFACTION



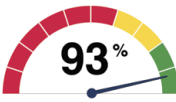
↑ More Satisfied
↓ Less Satisfied

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. 178605
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

HARDWOOD FLOORS

RAFAEL FLOORS, ABBEE CARPET CENTER

(415) 742-1976

**822 Francisco Blvd West
San Rafael, CA 94901**



Rafael Floors, Abbey Carpet Center's staff members are continuously trained to stay up-to-date with the flooring industry.

WEBSITE

www.rafaelfloors.com

EMAIL

info@rafaelfloors.com

MANAGER

Ron Leach and Steve Villa, Owners

SERVICES

Floor Covering Sales; Installation and Refinishing; Full Range of Styles and Colors; Carpeting: Wool, Sisal, Seagrass; Flooring: Vinyl, Hardwood, Laminate, Bamboo

HOURS

Mon – Fri: 9am – 5pm
Sat: 10am – 4pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

CERTIFICATION/TRAINING

Certified Flooring Specialists (Certified Flooring Installers Association)

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/847

**BURKELL PLUMBING,
INC.****(415) 742-1934**

Serving All of Marin County

**WEBSITE**

www.burkell.com

EMAIL

service@burkell.com

MANAGER

Jake Newman, Owner

SERVICES

Air Conditioning	Heating
Radiant Heating	Plumbing
Solar Hot Water	Air Filtration
Water Filtration	Backflow Testing
Sewer Video/Line Locating	
Tankless Water Heaters	

HOURS

Mon – Fri: 7:30am – 4:30pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

1-Year Limited Warranty on Service & Repair
 10-Year Warranty on Furnaces & Boilers

CERTIFICATION/TRAINING

Green Plumbers USA
 American Water Works Association (AWWA)

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/249

Burkell Plumbing, Inc. has been in Sausalito for more than 60 years. The company installs and services all brands of furnaces, air conditioners and boilers; specializes in air filtration; and works with heat pumps, combination boilers, and radiant heat systems for domestic heating purposes. It's also a Certified Green Plumber and is up-to-date on all the new energy-efficient plumbing and heating options that are available.

Owner Jake Newman has been with Burkell Plumbing for 40 years. He serves on the Board of Directors for the Redwood Empire and State of California PHCC Associations. Jake is proud of his experienced technicians, most of whom have been with the company for more than 20 years and have passed their knowledge and commitment to superior work on to the next generation of heating and plumbing technicians. Mark Ganderton has been installing and repairing boilers and radiant heat systems for more than 30 years; Rolf Genter specializes in 95 percent energy-efficient water heaters and hot water return systems; Jeff Smith leads the way in updating the plumbing systems in older homes; Chris Fricke manages the plumbing side of things; Jake (Jr.) manages the HVAC side of the business; and Michael, Montgomery, and Kevin focus on furnace and air filtration.

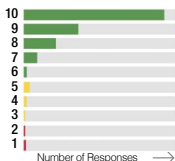
Burkell Plumbing requires ongoing training and education for its employees on all the new products and codes in California and the Bay Area.

COMPANY PHILOSOPHY

"We are extremely proud to maintain our long-standing tradition of providing high-quality work and excellent customer service. We think of the people we serve as more than just customers, and we are grateful to have the opportunity to handle all their plumbing and HVAC needs."

EXCERPTED SURVEY RESPONSES

"They are reliable and trustworthy."—Gail R.

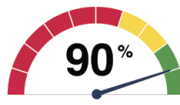
**DIAMOND CERTIFIED RATINGS DASHBOARD** based on **345** random customer surveys since April 2003**CUSTOMER SATISFACTION**

↑ 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. 417360
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

One Hour Heating and Air Conditioning installs and maintains heating and air conditioning (HVAC) systems for residential clients in the Bay Area. As an independently owned franchise of a national corporation, the company has access to thousands of specialty parts and materials, which it uses to handle all types of HVAC problems.

Owner Paul Bigham says One Hour Heating and Air Conditioning's highly trained technicians and comfort advisors can design and upgrade energy-efficient climate control systems to fit any home. "All of our team members participate in ongoing training to keep their mechanical and customer service skills honed. We also guarantee on-time service, which means our customers don't pay if our technicians don't arrive during the given time frame."

One Hour Heating and Air Conditioning offers preventative maintenance programs to ensure customers' electrical and HVAC systems are operating at peak efficiency, and to ensure the safety of customers' homes. "We also carry a variety of air quality products that remove allergens and impurities to maintain a healthy living environment," says Mr. Bigham.

COMPANY PHILOSOPHY

"Our main focus has always been our customers, and the key to a happy customer is to understand exactly what they expect, so we're constantly adapting new ways to improve our service. We consider our customers to be our partners, and we make sure to listen to what they have to say. Every comment and suggestion, no matter how small, helps make us better."

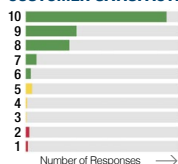
EXCERPTED SURVEY RESPONSES

"They were very comprehensive, they had excellent follow through and the service was excellent."
—Lori F.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **371** random customer surveys since October 2005

CUSTOMER SATISFACTION

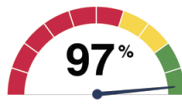


CUSTOMER LOYALTY



"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. 740999
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ONE HOUR HEATING AND AIR CONDITIONING

(415) 529-5040

Serving the Bay Area



WEBSITE

www.onehourheatandac.com

EMAIL

info@4ontimeservice.com

MANAGER

Paul Bigham, Owner

SERVICES

Full-Service Heating and Air Conditioning Service, Repair, and Installation
Ventilation and Indoor Air Quality
Duct Seal and Replacement

HOURS

Mon – Fri: 7am – 7pm
Sat – Sun: 8am – 4:30pm
24-Hour Emergency Service

CREDIT CARDS

MasterCard Visa
Financing Available

BRANDS

American Standard, Bryant, Carrier, Day & Night, Mitsubishi Ductless Mini Splits, Rheem, Ruud, Trane, York

EMPLOYEES

82

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/768

KELLY PLUMBING & HEATING, INC.

(415) 935-0965

861 Sweetser Avenue
Novato, CA 94945



Owners Jim and Anna Kelly are dedicated to customer service.

WEBSITE

www.kellyheat.com

MANAGER

Jim and Anna Kelly, Owners

SERVICES

Forced Air Heating & Air Conditioning,
Radiant Heat Boilers & Installations,
Tankless & High Efficiency Water
Heaters, Attic Fans, Air Duct Cleaning,
Dryer Vent Cleaning, Insulation

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

MasterCard Visa
Financing Available

BRANDS

Trane, Triangle Tube Boilers,
Bradford White Water Heaters,
Rinnai, Honeywell, Mitsubishi

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1724

Kelly Plumbing & Heating, Inc. installs the latest technology in forced air furnaces, heat pumps and air conditioning systems for residents of Marin County, Petaluma and Sonoma. The company specializes in identifying and solving homeowners' indoor air quality concerns, temperature imbalances, and airflow issues by utilizing state-of-the-art technology.

Kelly Plumbing & Heating also installs and services all types of water heating systems, including boilers and water heaters.

Owner Jim Kelly has more than 25 years of experience in the plumbing, heating and cooling industry. He established Kelly Plumbing & Heating with a simple rule: "Use the best equipment, customized and tailored to fit the home's needs, installed in the best way, to give our customers the best outcome!" Kelly Plumbing & Heating has always solved customers' problems by using a "house as a system" approach instead of looking at individual pieces of equipment or components.

COMPANY PHILOSOPHY

"From our professional sales engineers to our dedicated field personnel, everyone at our company is focused on delivering the best possible heating and cooling services to every customer. We're always honest with our clients and let them know what to expect from their systems before any work is done."

EXCERPTED SURVEY RESPONSES

"The quality of the work is really good."—Sean S.

"They are very organized and neat. Their installers were very friendly and knowledgeable."—Joan L.

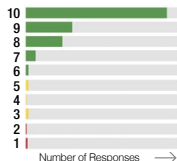
"I would recommend Jim Kelly. He's professional, competent, and an expert in the heating and air world."—Emily K.

"Their service is great and they are very accommodating."—Tony K.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **275** random customer surveys since February 2011

CUSTOMER SATISFACTION



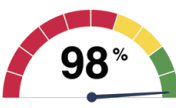
↑ More Satisfied
↓ Less Satisfied

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. 688049
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ENVIRO HEATING & AIR CONDITIONING, INC.

(415) 213-4652

Serving Marin, Sonoma, Napa and San Francisco Counties



Enviro Heating & Air Conditioning, Inc. installs, repairs, and maintains all types of HVAC equipment for residential and commercial clients in Marin, Sonoma, Napa, and San Francisco Counties. The company also offers a variety of services that are designed to improve indoor air quality (air duct and dryer vent cleaning, third-party HERS-rated duct tests), and it can custom fabricate sheet metal for its customers' convenience.

President Chris Street credits much of Enviro Heating & Air Conditioning's success to its customer-oriented business approach. "Customer service is everything to us," he affirms. "Our number one goal is to take care of our customers and their systems. If we design a system that makes it too hot or cold in a certain room, we want to hear about it so we can make adjustments and ensure they're satisfied with the end results."

Enviro Heating & Air Conditioning's service technicians have a thorough knowledge of HVAC systems and are trained to emphasize customer service in every aspect of their work. "Our employees truly care about our customers and always make sure the services they provide surpass their needs," says Mr. Street. "We don't just hire experts; we hire people who genuinely understand the importance of customer satisfaction."

COMPANY PHILOSOPHY

"We strive to provide every client with an energy-efficient heating and air conditioning system that meets their needs and makes them happy for years to come. By combining excellent workmanship, a high level of integrity and fair pricing, we're able to ensure a positive experience for each customer."

EXCERPTED SURVEY RESPONSES

"I liked their expertise when it came to giving advice on how to size and engineer the installation of the system."—Marc S.

WEBSITE

www.enviroheatnair.com

EMAIL

enviroheating@att.net

MANAGER

Chris & Lori Street, Owners

SERVICES

Air Duct Cleaning
HVAC Repair, Installation
& Maintenance
Sheet Metal Fabrication

HOURS

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

CREDIT CARDS

Amex, Discover, MasterCard, Visa

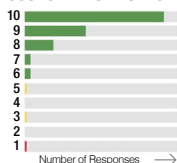
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2206



DIAMOND CERTIFIED RATINGS DASHBOARD based on **129** random customer surveys since November 2014

CUSTOMER SATISFACTION



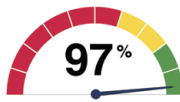
↑ More Satisfied
↓ Less Satisfied

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. 928565
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

GOODMAN BUILDING SUPPLY

(415) 690-7974

775 Redwood Highway
Mill Valley, CA 94941

Serving the Bay Area



WEBSITE

www.goodmanbuildingsupply.net

EMAIL

mail@goodmanbuildingsupply.net

MANAGER

Zviki Govrin, Owner

SERVICES

Building Materials & Hardware
Plumbing Supplies
Electrical Supplies
Plant & Garden Center
Home Improvement Services
Local Delivery

HOURS

Mon – Fri: 6:45am – 7pm
Sat: 7:15am – 6:30pm
Sun: 8am – 6:30pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

60

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/641

Goodman Building Supply is celebrating its 65th year of business in 2019. The full-service home improvement center stocks more than 41,000 items at its Mill Valley location, including building materials, hardware, lumber, plumbing and electrical supplies, fixtures, and power tools. As an affiliate of Ace Hardware and other vendors, the company has the ability to special order more than 250,000 home improvement products. It also offers a variety of in-house services, from glass cutting and pipe threading to lamp repair and computer paint matching.

Owner Zviki Govrin says Goodman Building Supply benefits greatly from its employees' dedication to providing outstanding customer service. "We typically have 55 employees working at once—the same as big-box stores nearly four times our size. With such a high employee-to-customer ratio, our customers receive more personalized attention."

Goodman Building Supply is the only certified Green home improvement center in Marin County—it stocks more than 2,500 Green products, including low-flow toilets, smart faucets, drip irrigation systems and LED light bulbs. The company also offers an in-house recycling program for expired printer cartridges, fluorescent tubes, old cellphones and batteries, and other non-traditional recyclables.

COMPANY PHILOSOPHY

"Our dedication to customer service has allowed us to remain one of Marin's premier home improvement centers for more than 60 years. All our employees and managers undergo constant training to maintain and improve their customer service skills. They're ready to meet each customer's unique needs."

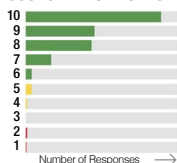
EXCERPTED SURVEY RESPONSES

"The people there can actually answer my questions, unlike Home Depot or some other megastore."—Steve T.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 416 random customer surveys since March 2005

CUSTOMER SATISFACTION



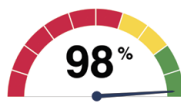
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

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

High Definition Designs provides and installs audio, video, home automation, and computer networking systems for residential clients throughout the Bay Area. The company handles projects that range from basic television and entertainment center hook-ups for homes to high-end commercial installations for restaurants and wineries.

Owner Tito Pabon says High Definition Designs installs systems to draw maximum performance from every component while simultaneously blending into their surrounding structures as seamlessly as possible. "We use the latest technology and high-quality components from manufacturers with proven track records for reliability and excellent technical support."

High Definition Designs also offers a cutting-edge home automation system called Control4®, which allows clients to manage every aspect of a home's various entertainment systems from one centralized location. "With Control4, people can control their A/V systems and more with a handheld remote, an in-wall keypad or an app on their smart device," explains Mr. Pabon. "They can have the very same control via the web when they're away from home." High Definition Designs is a member of the Custom Electronic Design & Installation Association (CEDIA).

COMPANY PHILOSOPHY

"We take the time to determine exactly what our customers want and help them understand all their available options. Throughout our meticulous design process, we deliver client-driven objectives and excellent follow-through. Our primary goal is to take care of each client and continue to do so for as long as their audio/video system is installed."

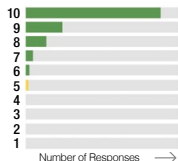
EXCERPTED SURVEY RESPONSES

"They knew what they could do, and they knew the equipment it would take to do it."—Bill K.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **230** random customer surveys since June 2005

CUSTOMER SATISFACTION



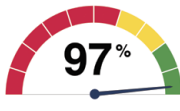
↑ More Satisfied
↓ Less Satisfied

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. 754843
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

HIGH DEFINITION DESIGNS

(415) 347-6935

Serving the Bay Area



Eliseo "Tito" Pabon, Owner/President

EMAIL

eliseopabon01@gmail.com

MANAGER

Eliseo "Tito" Pabon, Owner/President

SERVICES

- Home Theater Systems
- Whole House Audio Systems
- Home Automation
- Residential, Corporate Commercial Design & Installation
- New Construction & Retrofits

HOURS

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

GUARANTEES

- Manufacturers' Warranties on Products
- 1-Year Warranty on Labor

EMPLOYEES

2

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/705

SONOMARIN CLEANING SERVICES, INC.

(415) 332-9343
(707) 769-9343

Serving Marin, Sonoma
and San Francisco Counties



*Reliable Professionals...
...With Your Satisfaction in Mind®*

WEBSITE

www.sonomarincleaning.com

EMAIL

info@sonomarincleaning.com

MANAGER

Stanley Costa, Owner

SERVICES

Weekly, Bi-Weekly, Monthly, Spring & Deep Cleaning; Move-In & Move-Out Cleaning; Carpet Cleaning & Small Carpet Repairs; Window Cleaning; Gutter Cleaning; Tile & Grout Cleaning; Upholstery Cleaning; Post-Construction & Post-Remodeling Cleanup; Specialty Cleaning Services Available; Residential & Commercial; Free In-Home Estimates Available

HOURS

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

CREDIT CARDS

Discover, MasterCard, Visa

EMPLOYEES

23

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/780

Sonomarin Cleaning Services, Inc. provides a wide range of cleaning services for residential and commercial clients in Marin, San Francisco, and Sonoma Counties. In addition to cleaning bathrooms, kitchens, offices and various other rooms, the company offers exterior power washing services and performs post-construction and post-remodeling cleanup. Its comprehensive service packages range from “Standard” to “Deep Cleaning” and allow clients to create customized cleaning plans that fit their particular needs.

Owner Stanley Costa says customer service is the most important aspect of SonoMarin Cleaning Services’ operation. “Everyone who works for us understands the importance of making our clients happy. We reward our crew members for following customers’ directions, and we make sure they’re all carefully screened, selected, and trained. They’re not merely cleaners; they’re professionals in their field.”

Sonomarin Cleaning Services also offers carpet cleaning, small carpet repairs, gutter cleaning, window cleaning, tile and grout cleaning, and upholstery cleaning. The company’s clients range from homes and businesses to multi-residence estates, wineries and other luxury properties.

COMPANY PHILOSOPHY

“Our top priority is making sure our customers always receive prompt, efficient cleaning services. We also take great pride in our responsiveness—we’re happy to handle special requests and accommodate our clients’ schedules as much as possible.”

EXCERPTED SURVEY RESPONSES

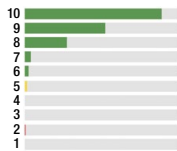
“They are always on time and my home just sparkles when they’re finished.”—Jeanette K.

“The thing I like best is that they operate without any necessary instructions on my part.”—Sachi H.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **362** random customer surveys since November 2005

CUSTOMER SATISFACTION



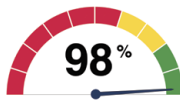
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

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

Molly Maid of Marin, Berkeley and West Contra Costa Counties provides residential home cleaning services for customers throughout Marin County and parts of the East Bay. The company dusts baseboards, light fixtures, furniture, window sills, shelves, blinds and décor; vacuums and mops floors, carpets, rugs, and stairs; and cleans showers, tubs, toilets, sinks, mirrors, glass, counters, tile and appliance surfaces.

Owner Pat Belardi says Molly Maid's key characteristics are dependability, flexibility and accountability. "We work to customize our cleaning for each customer's needs. If something goes wrong, we'll take care of it." Ms. Belardi explains that her company is both part of Molly Maid's national network of residential cleaners and a locally-owned business with close ties to its community. It actively supports numerous organizations, including Center for Domestic Peace, home of Marin Abused Women's Services.

Molly Maid offers several environmentally-friendly cleaning options, including vacuums with HEPA filters and nontoxic, nonallergenic agents that guarantee the safety of adults, children and pets. The company provides in-home consultations or can give house cleaning estimates over the phone.

COMPANY PHILOSOPHY

"Our goal is to listen to our customers' personal preferences to create plans that keep their homes as clean as possible. We believe in giving our customers exceptional personal service, and we take care of their homes as if they were our own."

EXCERPTED SURVEY RESPONSES

"They come on time and get their work done. When I ask them to do something, they do it. They are courteous and I like the way they do things. I have been using them for 12 years."
—Peggy L.

MOLLY MAID OF MARIN, BERKELEY AND WEST CONTRA COSTA COUNTIES

(415) 763-5993

Serving Marin County, Berkeley and West Contra Costa County



WEBSITE

www.mollymaid.com/local-house-cleaning/ca/marin-west-contra-costa-counties

EMAIL

marinmollymaid@gmail.com

MANAGER

Pat Belardi, Owner

SERVICES

Residential & Small Office Cleaning

HOURS

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

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

If Not Completely Satisfied, Inform Office Within 24 Hours and Any Questionable Areas Will be Recleaned

EMPLOYEES

38

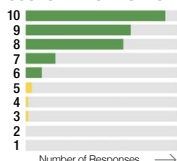
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1221



DIAMOND CERTIFIED RATINGS DASHBOARD based on **323** random customer surveys since January 2008

CUSTOMER SATISFACTION



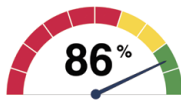
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

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

RIGHT HAND MAID SERVICES INC.

(415) 938-6987

4040 Civic Center Dr, Ste 200
San Rafael, CA 94903

Serving All of Marin County
and San Francisco



WEBSITE

www.righthandmaidservicesinc.com

EMAIL

righthandmaidservices@gmail.com

MANAGER

Lucenita Gooden, CEO/President

SERVICES

House Cleaning
Post-Construction Cleaning
Move-In & Move-Out Cleaning
Tile & Grout Cleaning
Janitorial Services

HOURS

Mon – Fri: 7:30am – 6pm

CREDIT CARDS

MasterCard Visa

EMPLOYEES

12

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2140

Right Hand Maid Services Inc. offers a wide range of cleaning services to residential and commercial clients in Marin County and San Francisco. The company has the training and equipment to handle everything from routine house cleanings to comprehensive post-construction cleanings, and it also provides complete janitorial services for all types of commercial properties, including office buildings, banks and schools.

President Lucenita Gooden credits much of Right Hand Maid Services' success to her previous experience as a business owner in her native Brazil. "I spent most of my life making clothes, which is a very detail-oriented line of work, and I've been able to take the organization skills I developed and apply them to the cleaning industry," she says. "Our employees are very detail-oriented, too. We put our hearts into everything we do, and our clients recognize and appreciate that."

Right Hand Maid Services takes an environmentally-friendly approach to cleaning that includes reducing jobsite waste, using nontoxic cleaning products and recycling materials whenever possible. "We're fully dedicated to Green cleaning, and we're always looking for more efficient products and methods to utilize," says Ms. Gooden. "We believe our conservation efforts will count toward a healthier population in the future."

COMPANY PHILOSOPHY

"Our goal is to provide reliable, high-quality, environmentally-friendly cleaning solutions for every home, business and institution we serve. We understand that each cleaning job is unique, so we pay close attention to details and personalize our services as much as possible to meet our clients' specific needs."

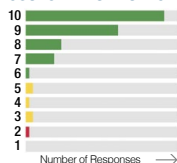
EXCERPTED SURVEY RESPONSES

"They were great—really hardworking and committed."—B. W. R.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **90** random customer surveys since March 2014

CUSTOMER SATISFACTION



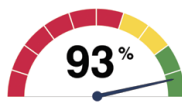
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

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

Good & Clean Co. Inc. provides a wide range of cleaning services for residential and commercial clients throughout the Bay Area. The company utilizes a variety of traditional and Green methods and products to clean everything from windows and carpet to tile and grout, and it also has the capabilities to offer complete janitorial services to medical facilities, restaurants, schools, churches, and other commercial establishments.

Owner Milton Gooden credits much of Good & Clean's success to its ability to act as a "one-stop shop" for all its customers' cleaning needs. "Instead of calling a different vendor for each cleaning job, our customers can trust us to take care of everything," he explains. "If they just need their windows cleaned, for example, we'll send a team that specializes in windows. This type of focused expertise is valuable because it allows us to maintain high standards of quality."

Good & Clean strives to maximize convenience for its clients by offering daily, weekly, bi-weekly and monthly housekeeping schedules. "We always consult with our customers before any work begins so we can create detailed schedules that meet their specific needs," says Mr. Gooden. "Whether it's a one-time cleaning for a special event or a weekly cleaning for an entire house, we're able to handle it."

COMPANY PHILOSOPHY

"Our goal is simple: provide our clients with high-quality, affordable cleaning services. We take a lot of pride in what we do, so we always make sure our work is as detail-oriented as possible. We believe every element of the cleaning job contributes to the overall quality of our service."

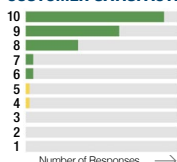
EXCERPTED SURVEY RESPONSES

"I can trust them. I know that when I tell them where to clean, they'll do a great job. They go above and beyond. They're fantastic."—Angie Y.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **82** random customer surveys since May 2014

CUSTOMER SATISFACTION



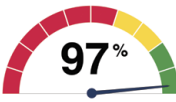
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

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

GOOD & CLEAN CO. INC.

(415) 231-2103

Serving the Bay Area



Milton Gooden, Owner

WEBSITE

www.goodandcleaninc.com

EMAIL

info@goodandcleaninc.com

MANAGER

Milton Gooden, Owner

SERVICES

- Residential & Commercial Cleaning
- Windows
- Move-In/Move-Out Cleaning
- Tile & Grout Cleaning
- Green Cleaning
- Carpets

HOURS

Mon – Fri: 9am – 5pm

CREDIT CARDS

Amex, MasterCard, Visa

EMPLOYEES

36

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2170

NO MORE DIRT, INC.

(415) 484-5907

Serving Marin, San Francisco, Sonoma, Napa, Contra Costa, Alameda, San Mateo and Santa Clara Counties



Nick Mettler, CEO

WEBSITE

www.nomoredirt.com

EMAIL

info@nomoredirt.com

MANAGER

Nick Mettler, CEO

SERVICES

Commercial Janitorial Services

HOURS

Mon – Fri: 8:30am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

BRANDS

SupplyWorks

EMPLOYEES

50+

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1709

No More Dirt, Inc. provides commercial janitorial services for all types of facilities throughout the Bay Area. As a certified Bay Area Green Business, the company uses environmentally-friendly cleaning methods and products, including those certified by Green Seal. No More Dirt also implements a variety of processes and protocols that ensure each facility’s environment is kept both clean and safe.

No More Dirt is dedicated to transparency and communication. “We take away our customers’ headaches when it comes to managing their facilities,” explains owner and CEO Nick Mettler. “We look at each client relationship as a true partnership, and that’s been the key to our success. We have a system that has worked for 40 years.”

No More Dirt has a team of highly trained and responsive account managers who are assigned to every client. Each account manager is responsible for building and maintaining strong, long-lasting relationships with clients by meeting their expectations and the ever-changing needs of their facilities.

COMPANY PHILOSOPHY

“We are dedicated to cleaning every commercial property to the client’s personal standards. Owning and maintaining a commercial property takes a lot of work, whether one person is responsible or designates tasks to other individuals. Regardless of the types of businesses our clients own or run, it’s important to ensure their facilities are kept clean and safe at all times. Not only does a clean property appeal to both customers and potential customers, it also looks great for employees, boosting morale and respect for where they work.”

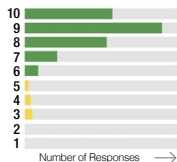
EXCERPTED SURVEY RESPONSES

“They’re very attentive and they follow up. They’re friendly, accommodating, professional, and they seem to be quite thorough.”—C.D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **194** 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
- ✓ Current Complaint File
- ✓ Business Practices

Gold Hammer Construction, Inc. provides a variety of interior and exterior remodeling services for residential and commercial clients in Marin, Sonoma, and Napa Counties. In addition to remodeling kitchens, bathrooms and whole houses, the company builds room additions and decks, installs windows and doors, handles new construction, and more. It's also certified to perform carpentry, finish, electrical and plumbing work.

Owner Dave Hunt has more than two decades of experience in the construction industry. He established Gold Hammer Construction to offer full-service remodeling experiences to Bay Area customers, thus eliminating the need for subcontractors. "We'll work with our clients at any stage of their projects," says Mr. Hunt.

Gold Hammer Construction's employees are trained to resolve problems quickly and thoroughly by listening closely to each client's questions and concerns. "Our crew members are courteous, professional and diligent," says Mr. Hunt. "They're likeable people, and they help our customers relax during the often-stressful remodeling process."

COMPANY PHILOSOPHY

"Our employees enjoy their work and their interactions with our customers. They all know how important it is to deliver superior work and ensure each client is happy with their finished product, whether it's a deck or an entirely remodeled house. We're confident that our clients will feel completely comfortable having us in their homes."

EXCERPTED SURVEY RESPONSES

"They are just terrific all the way around. They are efficient, clean, and they do excellent work."—Pat J.

"Dave is very honest. He had good ideas, kept me informed about materials and did a nice job on my two rental units."—Maggy L.

KITCHEN & BATH CONTRACTOR

GOLD HAMMER CONSTRUCTION, INC.

(415) 997-8976

Serving Marin, Sonoma and Napa Counties



WEBSITE

www.goldhammerconstruction.com

EMAIL

davehunt@goldhammerconstruction.com

MANAGER

Dave Hunt, Owner

SERVICES

Additions
Exterior Remodels
Kitchen Remodels
Decks
Bathroom Remodels
Concrete
Interior Remodels
New Home Construction

HOURS

Mon – Fri: 9am – 5pm
On Call: 24/7

CREDIT CARDS

MasterCard Visa

EMPLOYEES

8

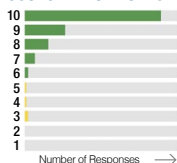
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/771



DIAMOND CERTIFIED RATINGS DASHBOARD based on **131** random customer surveys since November 2005

CUSTOMER SATISFACTION



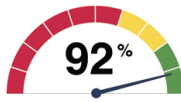
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

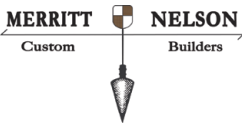
- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 1008971
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

MERRITT-NELSON CUSTOM BUILDERS

(415) 484-5374
(707) 336-2997

914 Santa Dorotea Circle
Rohnert Park, CA 94928

Serving Marin, Napa,
San Francisco and
Sonoma Counties



A recent kitchen remodeling project by Merritt-Nelson Custom Builders

WEBSITE

www.winecountrycabinetry.com

EMAIL

Gary@Merritt-Nelson.com

MANAGER

Gary Jay Merritt and Greg E. Nelson,
Owners

SERVICES

Kitchen & Bathroom Remodeling
Additions
Custom Homes

HOURS

Mon – Fri: By Appointment

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1402

Merritt-Nelson Custom Builders (MNCB) is a general contracting firm that specializes in remodeling kitchens and bathrooms for residential clients in Marin, Napa, San Francisco, and Sonoma Counties. As a general contractor, the company is qualified to handle all phases of construction, from design to finish work. It also has a kitchen and bath design showroom in Petaluma and acts as a cabinet dealer for several leading brands, including Wood-Mode and Brookhaven Fine Custom Cabinetry.

Partners Gary Merritt and Greg Nelson have more than 30 years of experience in the construction industry—they’ve built custom homes, remodeled interior spaces and worked on all types of general home improvement projects. Mr. Merritt and Mr. Nelson say their attention to detail and superior craftsmanship provide exceptional value for each of MNCB’s customers.

MNCB has an in-house Certified Kitchen Designer (CKD) and Certified Bath Designer (CBD) who specializes in coordinating remodeling project issues and details. The company is also a proud member of the National Kitchen & Bath Association (NKBA), an organization dedicated to promoting professionalism and ethical business practices within the kitchen and bathroom remodeling industry.

COMPANY PHILOSOPHY

“We’re personally committed to every job, and we’re dedicated to providing the highest level of customer service for our clients. We build lasting relationships with our customers by supplying meticulous craftsmanship, communicating clearly throughout the entire project, and consistently completing work on time and on budget.”

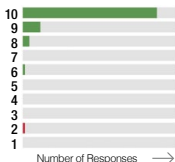
EXCERPTED SURVEY RESPONSES

“They were very engaged in the details of the process. They were very resourceful and accountable.”—Raul H.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **74** random customer surveys since August 2008

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

RATINGS STATUS

We declare that Merritt-Nelson Custom Builders has passed all of the rating steps and has earned the Diamond Certified award, Certificate No. 1402.

David Pak

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 672337
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Golden Restoration & Construction, Inc. remodels kitchens and bathrooms, builds room additions, and provides a variety of new construction services for residential and commercial clients throughout Marin County. The company has the in-house capabilities to handle everything from electrical and plumbing work to interior and exterior painting, and its experienced technicians are trained to help customers find the right materials for their roof, gutter, kitchen, tile, and marble projects.

President Gary Cohen says Golden Restoration & Construction's ability to effectively communicate with its clients has been a key component of its long-term success. "We listen closely to our customers and tailor our services to provide them with exactly what they want. This collaborative approach to the construction process enables us to ensure high levels of customer satisfaction."

Golden Restoration & Construction also provides free in-home consultations and estimates for clients who need help visualizing their projects, and it makes itself available 24/7 to handle insurance-related emergencies like fire and water damage. For a complete list of services and to see an extensive photo gallery of past work, Mr. Cohen invites potential customers to visit www.goldenrandc.com.

COMPANY PHILOSOPHY

"We believe happy customers equal good business, so we focus on providing highly personalized service and giving every client a great value for their money. We're always fair with our customers, and we work hard to come up with cost-effective solutions that help us complete their projects in a timely manner."

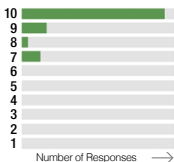
EXCERPTED SURVEY RESPONSES

"They are very flexible, they understand what their clients need, they give good advice and they are always thinking about their clients' satisfaction."
—Lisa S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **31** random customer surveys since November 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. 829410
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

KITCHEN & BATH CONTRACTOR

GOLDEN RESTORATION & CONSTRUCTION, INC.

(415) 938-6977

Serving Marin County

GOLDEN RESTORATION & CONSTRUCTION



A recent kitchen remodeling project by Golden Restoration & Construction

WEBSITE

www.goldenrandc.com

EMAIL

garyc@goldenrandc.com

MANAGER

Gary Cohen, President

SERVICES

24/7 Emergency Service
Earthquake Retrofitting
Interior & Exterior Painting
Kitchen & Bathroom Remodeling
New Construction
Room Additions
Home Remodeling, A-Z
Door & Window Replacements

HOURS

Mon – Fri: 8am – 5pm

GUARANTEES

1-Year Labor Warranty on Every Project

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2214

KITCHENS BY KEN RYAN, INC.

(415) 868-5974

715 Grant Avenue
Novato, CA 94945

Serving Marin
and Sonoma Counties



WEBSITE

www.KitchensbyKenRyan.com

EMAIL

Ken@KitchensbyKenRyan.com

MANAGER

Ken Ryan, Owner

SERVICES

Kitchen Designs:
Renovations
Cabinetry
Countertops

HOURS

Tue – Fri: 9am – 6pm
Sat: By Appointment Only

GUARANTEES

Manufacturers' Warranties on Materials

BRANDS

Blanco, CaesarStone, Cambria,
Dura Supreme, Grohe, Moen, MSI
Integrated Resources, Silestone,
Wood-Mode/Brookhaven

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1736

Kitchens by Ken Ryan, Inc. designs custom kitchens for residential clients throughout Marin and Sonoma Counties. With more than 30 years of experience in the kitchen industry, the company designs kitchens that range from traditional to contemporary and from moderate to extensive. It supplies a comprehensive design package for each project that includes everything from cabinet plans and CAD drawings to appliance specifications and lighting information.

Owner Ken Ryan emphasizes the importance of communication throughout all phases of a renovation. During the kitchen design process, the company works closely with each client to make sure they're getting everything they need and want, and that all options are explored. "I'm involved in all phases of the project, from the design, layout and permit plans to construction and completion," says Mr. Ryan.

Kitchens by Ken Ryan's Novato showroom houses a large selection of the newest varieties of cabinet styles, flooring and countertop materials from several of the industry's top manufacturers. The showroom enables homeowners to see exact samples of different door styles, wood species and colors, as well as all the upgrade options available for any particular design. "It's a great resource for all types of kitchen projects," says Mr. Ryan.

COMPANY PHILOSOPHY

"We stay completely focused on every project until the client is 100 percent satisfied. Most of our business comes from referrals, so it's important for us to always communicate our commitments to our customers. We make sure they know we'll go above and beyond to ensure their satisfaction. I guarantee my work, so I can feel confident to put my name on it."

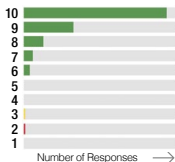
EXCERPTED SURVEY RESPONSES

"Ken is very reliable and easy to work with."—Kathy K.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **153** 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

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

Atlas Landscapes offers a variety of landscape and general contracting services to residential clients throughout the Bay Area. The company utilizes its masonry, carpentry, planting, lighting, irrigation, drainage and excavation skills to create custom landscapes that are designed to complement the architecture of its customers' homes. Its building and installation capabilities extend to drainage systems, natural stone retaining walls, flagstone patios, driveways, water features, arbors, fences, gazebos, decks, and more.

Owner Dave Graham has been involved with construction and landscaping his whole life. A native of Ireland, Mr. Graham says his unique combination of skills enables Atlas Landscapes to see through potential problems and bring projects to fruition on time and within budget. "Our designs are innovative and timeless—they'll be in style 20 or 30 years from now."

Atlas Landscapes takes pride in its ability to choose the right soils and plants to complement the styles and microclimates of its clients' properties. "We take the guesswork out of creating thriving gardens," says Mr. Graham.

COMPANY PHILOSOPHY

"We love what we do and it shows. Our team of experts always finds a way to improve a landscape's aesthetics and make it more functional. We have the expertise and equipment to take on all types of challenges, including slopes and tight-access areas. Ultimately, we strive to create outdoor environments that feel like personal sanctuaries."

EXCERPTED SURVEY RESPONSES

"Dave installed a beautiful garden in front of my house. I have received thousands of compliments. People stop to take pictures of it. I have since sold the property, but I go by every now and then to see the garden."—Mrs. B.

ATLAS LANDSCAPES

(415) 742-1953

Serving the San Francisco Bay Area



Dave Graham, Owner

WEBSITE

www.atlands.com

EMAIL

davegr2000@yahoo.com

MANAGER

Dave Graham, Owner

SERVICES

Quality Residential Landscapes
Stone Patios
Decks
Fine Masonry
Retaining Walls
Custom Water Features
Drainage Systems
Lighting Systems

HOURS

Mon – Sat: 8am – 6pm

Other: By Appointment

CREDIT CARDS

MasterCard, PayPal, Visa

GUARANTEES

10-Year Non-Conditional Warranty
for Anything Structural (Written
into Contract)
1-Year Warranty on All Parts

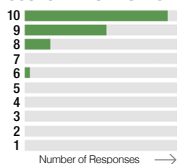
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1279



DIAMOND CERTIFIED RATINGS DASHBOARD based on **50** random customer surveys since February 2008

CUSTOMER SATISFACTION



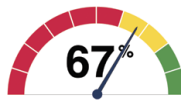
↑ More Satisfied
↓ Less Satisfied

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. 562324
- ✓ 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 vision 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.”

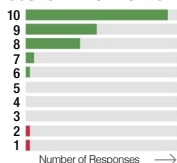
EXCERPTED SURVEY RESPONSES

“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



“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. 841042
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Sleep City Mattress Centers is the only locally owned and operated mattress retailer in the North Bay. The company carries numerous styles of mattresses from several leading manufacturers at six convenient locations in Marin, Sonoma and Napa Counties, including memory foam by Tempur-Pedic; iComfort by Serta; natural latex by Posh+Lavish; and traditional innerspring by Simmons, Sealy, Diamond Mattress and Aireloom.

Owner Mark Thomas established the first Sleep City Mattress Center in San Rafael more than 25 years ago. Mr. Thomas attributes the company's success and growth to its dedicated sales staff. "In an industry where it's common for salespeople and managers to come and go, we've experienced virtually zero turnover."

Sleep City Mattress Centers provides its customers with highly trained, professional salespeople who listen to their needs. The company continuously trains and educates its sales staff so they're able to offer informative, stress-free buying experiences, and it carries a full line of mattresses and bedding accessories to fit every budget and need.

COMPANY PHILOSOPHY

"Our knowledgeable sales staff is trained to help our customers select the mattresses that best suit their particular needs. They never engage in high-pressure sales tactics, and they work hard to resolve any issues. Our primary concern is our clients' comfort and happiness, so we always strive to offer superior service and products."

EXCERPTED SURVEY RESPONSES

"The bed arrived when they said it would and they placed it for me. They were fabulous."
—Ann M.

"They treat everybody well and are courteous. It's the best bed I've ever had."—Robert F.

SLEEP CITY MATTRESS CENTERS

(415) 493-8996

647 Irwin Street, San Rafael

(707) 456-7955

2770 Santa Rosa Avenue, Santa Rosa

(707) 786-3995

4575 Hwy 12, Santa Rosa

(707) 408-2966

6500 Hembree Lane #235, Windsor

(707) 456-7970

2300 Jefferson Street, Napa

(707) 809-5910

440 East Washington Street, Petaluma



WEBSITE

www.sleepcitybeds.com

MANAGER

Mark Thomas, Owner

SERVICES

Mattresses, Beds, Accessories

HOURS

Mon – Sat: 10am – 7pm

Sun: 11am – 6pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

60-Night Comfort Guarantee on Premium Products

Manufacturers' Warranties (Usually 10 to 20 Years)

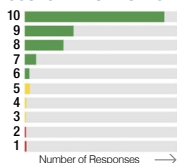
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/294



DIAMOND CERTIFIED RATINGS DASHBOARD based on 604 random customer surveys since August 2003

CUSTOMER SATISFACTION



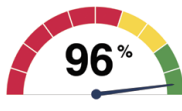
↑ More Satisfied
↓ Less Satisfied

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. 166190
- ✓ Current Complaint File
- ✓ Business Practices

EARL FARNSWORTH EXPRESS

(415) 938-6940

Serving the Bay Area



WEBSITE

www.earlfnsworthexpress.com

EMAIL

ken@earlfnsworthexpress.com

MANAGER

Earl "Cal" Farnsworth Jr., Owner

SERVICES

- Household Relocations
- Local and Long-Distance
- Corporate
- International
- Storage
- Packing
- Crating

HOURS

Mon – Fri: 7am – 4:30pm
Sat: By Appointment

CREDIT CARDS

MasterCard Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/148

Earl Farnsworth Express is a full-service moving company that handles local and long-distance relocations for residential, commercial, and industrial clients throughout the Bay Area. A long-time agent for Mayflower Transit, Inc., the family-owned and operated company assists its customers with every step of the moving process, from packing and loading to unloading and placing furniture. It also offers storage services at its 40,000-square-foot San Rafael facility.

Earl Farnsworth Express utilizes specialized equipment and trucks that are specifically designed to navigate Bay Area terrain. "We buy the highest grade equipment so we can provide the best possible service," says owner Cal Farnsworth. "Sometimes we can even load two trucks at a time, which saves our customers money."

In addition to its regular moving services, Earl Farnsworth Express is a preferred mover for many Bay Area retirement homes. "We help retirees unpack, put things away and get them settled in their new homes," says Mr. Farnsworth.

COMPANY PHILOSOPHY

"Our staff of happy, dedicated, experienced employees is one of the main reasons for our success. They always keep equipment clean and well-maintained, and they're extremely careful with our customers' belongings. The way we treat our employees is a reflection of the level of care we provide for each client."

EXCERPTED SURVEY RESPONSES

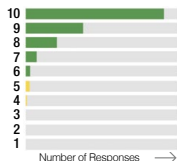
"They handled everything beautifully and we had no damage. They stored our items for over a year."—Maynard W.

"I liked the personal, friendly service and the feeling that moving my piano carefully was as important to them as it was to me."—Liz R.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **452** 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 Lic No. MTR-0139099
- ✓ Current Complaint File
- ✓ Business Practices

Johnson & Daly Moving & Storage offers local, long-distance, and international moving services to residential and commercial clients throughout the Bay Area. Its professional crews use fully equipped trucks to handle every aspect of customers' relocations, from packing and wrapping to custom crating and arranging furniture. The company also provides mobile container and warehouse storage services at its San Rafael facility.

President Tim Johnson established Johnson & Daly Moving & Storage more than 30 years ago with two employees and one truck. Today, Mr. Johnson is proud to have turned his company into the largest moving firm in Marin County. "We have a fleet of 22 trucks, and we move eight to 10 homes and offices every day," he says. "We pledge to provide integrity, dependability and value for every customer."

Johnson & Daly Moving & Storage's professional movers are trained to implement efficient packing, loading, driving and unpacking techniques, and they're required to pass rigorous background tests and drug screenings. The company also assigns a "Move Coordinator" to each job to act as a single point of contact and guide customers through each step of the moving process.

COMPANY PHILOSOPHY

"We work hard to ensure every customer feels confident during their move, from their initial phone call until our trucks drive away from their new house. Our success is due to our customers' satisfaction. We put their happiness ahead of making a profit and we always have their best interests in mind."

EXCERPTED SURVEY RESPONSES

"They were on time, polite and very organized."
—Jonathan H.

"They were very careful with my house and belongings. They were very pleasant."—Chrisline P.

MOVER

JOHNSON & DALY MOVING & STORAGE

(415) 763-5980

Serving the San Francisco
Bay Area



Johnson & Daly Moving & Storage's staff members are highly trained in efficient moving techniques developed over 30-plus years in the moving industry.

WEBSITE

www.Johnsondalmoving.com

EMAIL

mario@jdmovers.com

MANAGER

Tim Johnson, President

SERVICES

Full-Service Storage
Local Moving
Interstate Moving
International Relocations

HOURS

Mon – Fri: 7:30am – 5pm
Sat: 7:30am – 11am

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

45

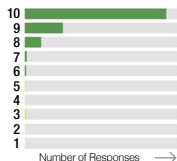
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1152



DIAMOND CERTIFIED RATINGS DASHBOARD based on **296** random customer surveys since September 2007

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. MTR-0159465
- ✓ Current Complaint File
- ✓ Business Practices

A AND P MOVING, INC.

(415) 886-3303
(707) 927-2095

111 Hamilton Drive
Novato, CA 94949

Serving the Greater Bay Area



WEBSITE

www.apmoving.com

EMAIL

darinaman@apmoving.com

MANAGER

Darcy Quinn, Owner
Darin Aman, President

SERVICES

Corporate & Residential Moving
Free Estimates
Interstate & International Moving
Record Storage
Household Storage
Shredding
Document Storage
Inventory Management

HOURS

Mon – Fri: 8am – 5pm
Weekends: By Appointment Only

CREDIT CARDS

Amex, MasterCard, Visa

EMPLOYEES

25

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1490

A and P Moving, Inc. provides local, long-distance, and international relocation services for residential and commercial clients throughout the Bay Area. As an agent for Bekins Van Lines, the family-owned and operated company handles all aspects of packing, moving, and storing. Its employees are meticulously trained in safety procedures and proper handling techniques.

Founders Darin and Dale Aman say A and P Moving’s success is due to the hard work and dedication of its longtime staff members, some of whom have been with the company since its inception more than 25 years ago. “All our employees take pride in facilitating the careful transport and safe delivery of our clients’ belongings,” says Darin Aman. “Taking care of customers is our top priority.”

A and P Moving also offers document storage, shredding and inventory management services to Bay Area clients in many different industries, including medical, legal and government. The company stores important documents and files at its 45,000-square-foot Novato warehouse, which features code-compliant sprinkler systems and 24-hour monitored security systems.

COMPANY PHILOSOPHY

“Moving possessions and storing important documents can be a stressful experience, so we always strive to make every customer feel safe and secure with our services. We emphasize the importance of client communication, and we stay focused on the service aspect of our business. By drawing on our years of experience, we’re able to simplify any move or storage project as much as possible.”

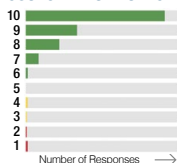
EXCERPTED SURVEY RESPONSES

“They were prompt and tidy. We didn’t have any problems with them.”—D.E.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **248** random customer surveys since January 2009

CUSTOMER SATISFACTION

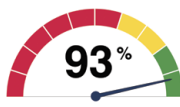


CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. MTR-0169034
- ✓ Current Complaint File
- ✓ Business Practices

Main Street Moving and Storage provides a variety of moving and packing services for residential and commercial clients throughout the Bay Area. As an agent for Arpin Van Lines, the family-owned and operated company handles every aspect of local, interstate, long-distance, and international moves. It also offers furniture moving services to customers who are staging their homes for sale or rearranging their interiors.

President Don Rosevear established Main Street Moving and Storage with a single moving van and a small, loyal following. Since then, Mr. Rosevear and his dedicated, experienced staff have remained devoted to providing hassle-free moving experiences for all types of customers. “We owe a great deal of our growth to our repeat and referred customers,” he says.

Main Street Moving and Storage also offers full-service vault storage at its secure Petaluma warehouse. Each vault holds approximately 240 cubic feet of belongings—roughly equivalent to the volume of a standard room’s worth of furnishings. The company takes a complete inventory of all items before placing them in storage to ensure everything is accounted for upon a customer’s retrieval.

COMPANY PHILOSOPHY

“We’re proud to be long-time residents of the communities we serve, and we feel privileged to be well-acquainted with many of our customers and their homes. Regardless of the size or distance of their moving or storage projects, they can count on us to take excellent care of them and their belongings.”

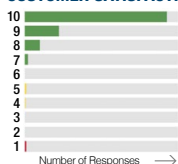
EXCERPTED SURVEY RESPONSES

“I liked the size of the company and the fact that the owner worked with me personally. I also liked that the people who worked there were very confident.”—Geoff W.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **250** random customer surveys since February 2010

CUSTOMER SATISFACTION



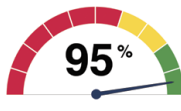
↑ More Satisfied
↓ Less Satisfied

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 Lic No. MTR-0189303
- ✓ Current Complaint File
- ✓ Business Practices

MOVER

MAIN STREET MOVING AND STORAGE

(415) 854-4984

35 Miller Avenue, #110
Mill Valley, CA 94941

(707) 932-5974

1129 Industrial Avenue, #101
Petaluma, CA 94952



Don Rosevear founded Main Street Moving and Storage in 1980.

WEBSITE

www.mainstreetmoving.com

EMAIL

mainstreet@mainstreetmoving.com

MANAGER

Don Rosevear, President

SERVICES

Household Moves; Office Moves; Household Storage; Packing Services; In-House Services; Intrastate, Interstate & International Moving

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1625

MARIN CONVALESCENT & REHABILITATION HOSPITAL

(415) 878-3188

30 Hacienda Drive
Tiburon, CA 94920

Serving Marin County



Marin Convalescent & Rehabilitation Hospital, family-owned since 1958

WEBSITE

www.marinconvalescent.com

EMAIL

kevin@marinconvalescent.com

MANAGER

Kevin J. Hogan, MBA, NHA, RCFE,
Administrator

SERVICES

24-Hour Nursing Services
Activities
Personal & Specialized Care
Hospice Care
Short- & Long-Term Care

HOURS

24/7 Nursing Care
Office Hours:
Mon – Sun: 9:30am – 6pm

EMPLOYEES

48

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1900

Marin Convalescent & Rehabilitation Hospital is a skilled nursing facility providing 24-hour nursing services, hospice care, short-term respite care, and diverse programming that embraces individual needs while encouraging mental stimulation and personal growth. Residents enjoy and benefit from the company’s comfortable, home-like surroundings.

Siblings Buzz and Cynthia Wollam continue Marin Convalescent’s three generations of commitment to providing quality care and services. This brother and sister team is committed to furthering the family tradition instilled in them by their parents and grandparents. Since 1958, the family has pledged to provide quality in care and services. “Residents like that we are a family-run facility,” shares Mr. Wollam. “They trust that we’ll be here to take care of their needs.”

Marin Convalescent & Rehabilitation Hospital offers a unique and comfortable setting for residents. “Most nursing facilities don’t offer the atmosphere that we have, which improves resident well-being and satisfaction,” explains Mr. Wollam. “Residents and their families also appreciate our staff’s ability to address their needs as they age in place.”

COMPANY PHILOSOPHY

“We believe that by building compassionate relationships with residents, families and staff, we create a living environment that promotes open and honest dialogue to support the highest level of resident independence and staff awareness of resident need.”

EXCERPTED SURVEY RESPONSES

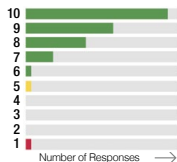
“We just had very excellent care. It was clean, cheerful and friendly; a great spot.”—Lynn S.

“My husband is always clean. It’s just the best place to care for him.”—Karlene C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **61** 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 Lic No. 010000360
- ✓ Current Complaint File
- ✓ Business Practices

Mt. Tam Optometric Center provides a wide range of eye care services for all types of patients (including children) at its San Anselmo facility. In addition to performing comprehensive eye exams and fitting patients with contact lenses and eyeglasses, the practice has the in-house capabilities to evaluate, monitor and treat eye diseases; co-manage patients' LASIK surgeries; provide neural training that's designed to improve vision; and more.

Dr. Lassa Frank says Mt. Tam Optometric Center's dedication to staying on the cutting edge of the eye care industry has been an important aspect of its success. "Having the right equipment and training is absolutely crucial for providing the best optical solutions. We pride ourselves on being very forthright and informative with our patients so they can make the best decisions for their medical and vision needs."

Mt. Tam Optometric Center is known for its sizeable collection of eyewear products, including ChromaGen lenses (which are designed to treat color blindness and dyslexia), a variety of designer frame lines and the latest in Zeiss personalized precision lenses. "Having so many products in our eyewear boutique makes it easier to determine which options will best fit each patient's needs," says Dr. Frank. "Ultimately, we want to help our patients find the perfect frames and lenses to fit their visual needs, style, and budget."

COMPANY PHILOSOPHY

"Our number one goal is to make sure our patients are happy and comfortable, and we're able to accomplish that by combining state-of-the-art equipment with a personable approach to the eye care process. When our patients are happy, we're happy, and that shows through in our work."

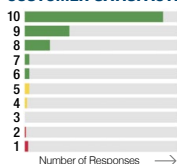
EXCERPTED SURVEY RESPONSES

"They're very thorough and professional."—Janet E.



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

CUSTOMER SATISFACTION



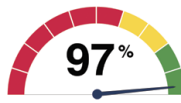
↑
More Satisfied
↓
Less Satisfied

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 Lic No. 8464TLG, 4128
- ✓ Current Complaint File
- ✓ Business Practices

MT. TAM OPTOMETRIC CENTER

(415) 843-1986

1604 Sir Francis Drake Blvd
San Anselmo, CA 94960

Serving Southern Marin
County

OPTICA
OPTOMETRY

Merges With



Mt Tam
Optometric Center

WEBSITE

www.MtTamOptometricCenter.com

EMAIL

fd@MTamVisionCenter.com

MANAGER

Ozy, Manager

SERVICES

Dry Eyes
Contact Lenses
Pediatric Optometry
Co-Management of LASIK
and Cataract Surgeries

HOURS

Tue, Fri: 8am – 4pm
Wed: 9am – 6pm
Thu: 9am – 5pm
Sat: 9am – 1pm

CREDIT CARDS

MasterCard Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2102

STROKE AND KOTE PAINTING

(415) 688-2588

Serving Marin and Sonoma Counties



Daniel and Leah Parker, Owners

WEBSITE

www.strokeandkote.com

EMAIL

leah@strokeandkote.com

MANAGER

Daniel and Leah Parker, Owners

SERVICES

Interior & Exterior Painting
Residential & Commercial
Remodels
Victorians
Deck Staining

HOURS

Mon – Fri: 9am – 3pm

EMPLOYEES

10

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/357

Stroke and Kote Painting was founded in 1976 and continues to provide the high-quality, long-lasting paint services it has become known for over the past four decades. Family-owned and operated, the company and its experienced crews know the right prep work and process to use on every project.

Stroke and Kote Painting offers a wide range of interior and exterior painting services to residential and commercial clients in Marin and Sonoma Counties. The company works on projects of all sizes and handles every phase of the painting process. It's committed to using the highest quality paints and prep materials on every job. Stroke and Kote Painting is able to work quickly, quietly and efficiently to complete jobs with the least amount of disruption to its clients.

Owner Dan Parker is a knowledgeable painting contractor with more than three decades of hands-on painting experience. He enjoys personally meeting with each client and guiding them through their painting project.

COMPANY PHILOSOPHY

"Our team is committed to working efficiently to achieve top quality house painting services. It is because of their hard work that we can deliver the stunning paint jobs that we have become known for. We want our clients to be happy with the whole painting process—from their first phone call to their final walkthrough. It is their trust and loyalty that keep our business growing every year."

EXCERPTED SURVEY RESPONSES

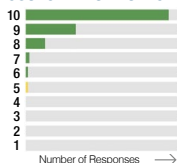
"They're the nicest people and they do fabulous work. They're one of the best vendors I've ever worked with."—Debbie W.

"They do quality work and they're super nice. Plus, they're a family-owned business and they're easy to work with."—Andy B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 308 random customer surveys since January 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. 1036106
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

E.G.I Custom Painting provides a complete range of interior and exterior painting services for residential and commercial clients in Marin and Sonoma Counties. In addition to preparing and painting all types of surfaces, the company has the training and experience to perform color consultations, repair drywall and dry rot, and more.

Owner Eric Isenberg credits much of E.G.I Custom Painting's success to his meticulous, detail-oriented approach to the painting process. "I'm a big believer in preparation—before I paint anything, I make sure it's thoroughly sanded, caulked and primed," he explains. "I also use a lot more paint than most contractors. When I do the final walkthrough with a customer, I want them to see how much detail went into their job."

E.G.I Custom Painting emphasizes clear communication throughout every step of its client's painting projects, which Mr. Isenberg says is important for ensuring high-quality results. "I spend time explaining things to my clients because it makes them feel more comfortable with the process. They have to live with the colors and styles they choose, so I want them to have all the information they need to make the right decisions."

COMPANY PHILOSOPHY

"My clients are very important to me, so I'm always honest with them and make sure they're completely satisfied with my work before moving on to the next project. My goal is to provide every customer with a quality paint job that lasts for many years."

EXCERPTED SURVEY RESPONSES

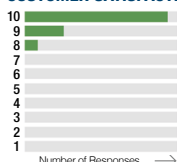
"He did good painting for us. He came back and did some extra work that we wanted. He even went to the paint store with us to help us pick something out."—Paul

"He was easy to work with, responsive, and he answered my questions. He did good work."
—Ernie H.



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

CUSTOMER SATISFACTION



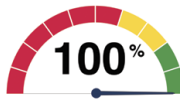
↑ More Satisfied
↓ Less Satisfied

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. 837465
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

E.G.I CUSTOM PAINTING

(415) 347-6986

Serving Marin
and Sonoma Counties



A recent exterior painting project by E.G.I Custom Painting

EMAIL

ericisenberg007@gmail.com

MANAGER

Eric Isenberg, Owner

SERVICES

Interior & Exterior Painting
Color Consultations
Required Drywall & Dry Rot Repairs

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

5-Year Warranty on Workmanship

BRANDS

Benjamin Moore, Kelly-Moore

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2374

KISS PAINTING

(415) 523-0015

Serving Marin and Sonoma Counties, the East Bay, the South Bay, and San Francisco



Jozef Kiss, Owner

WEBSITE

www.decorpaintingbyjozef.com

EMAIL

eva@decorpaintingbyjozef.com

MANAGER

Eva Kissova and Jozef Kiss, Owners

SERVICES

Interior & Exterior Painting
Decorative & Faux Finishes
Murals
Stenciling
Imitation Wallpaper
Custom Color Matching & Design
Door Renovations, Refinishes
& Custom Finishes

HOURS

Mon – Sat: 8am – 6pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2498

Kiss Painting provides a wide range of painting services for residential and commercial clients in Marin and Sonoma Counties, the East Bay, the South Bay, and San Francisco. In addition to painting all types of interior and exterior surfaces, the company has special expertise with door renovations, refinishes and custom finishes; decorative and faux finishes like wood grain imitation, Venetian plaster, and stone and marble imitation; and more.

Co-owner Eva Kissova says Kiss Painting's stylistic approach to painting has allowed the company to stand out in its industry. "Every artist has their own style, so I think that's what makes us different—our customers like the way we paint and want our artistic eye on their projects. We utilize our knowledge and resources to offer our clients the very best, and they really appreciate that."

Kiss Painting is also known for its color matching and design services, which Ms. Kissova says is important for achieving clients' goals. "We know it can be difficult to find the right colors for certain situations, so the fact that we can create custom colors is very helpful. When we're able to help a client make their home look exactly how they envisioned, it's a rewarding feeling."

COMPANY PHILOSOPHY

"Our goal on every project is to make sure the client is 100 percent satisfied with the outcome, so we focus on doing a great job and treating them well throughout the process. Even if it takes longer than estimated to complete a job to the customer's satisfaction, we're happy to do it."

EXCERPTED SURVEY RESPONSES

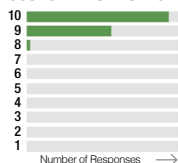
"They did a great job. I give them a '10' across the board. I'm very pleased with the work they did. They were just top-notch, as expected."—Linda A.

"[I liked] the quality of their work, and their preparation was the best."—Chris F.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 68 random customer surveys since July 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. 1023687
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Jackson's Paving & Equipment Rentals, Inc. provides a wide range of asphalt paving and repair services for residential and commercial clients in Marin, Sonoma, Napa, Mendocino, and Lake Counties. The family-owned and operated company handles every step of its customers' driveway and parking lot projects, including patch paving and sealcoating.

Bookkeeper Amy Smith says Jackson's Paving & Equipment Rentals' customer-oriented approach to asphalt work has been a key factor in its success. "We know how unpleasant and disruptive it is to have a damaged driveway or parking lot, so we take a lot of pride in helping our clients so they don't have to deal with issues like potholes and trip hazards. They really appreciate the long-term quality of our work."

Jackson's Paving & Equipment Rentals offers free estimates for the convenience of its customers, and it works around their schedules so they can maintain their normal home or business routines while their projects are underway. For more information on the company's services, Ms. Smith invites potential clients to visit jacksonspaving.com.

COMPANY PHILOSOPHY

"We want to be known as an honest company that does each job exactly how it was agreed upon in the contract, with no hidden agendas or cutting corners. Our goal is to establish ongoing relationships with our clients, and we're able to accomplish that by keeping our promises and providing first-rate service."

EXCERPTED SURVEY RESPONSES

"We were very happy with the experience. They came when they said they would, the job was processed per schedule and the finished product looked good."—Robert B.

JACKSON'S PAVING & EQUIPMENT RENTALS, INC.

(415) 599-4696

Serving Marin, Sonoma, Napa, Mendocino and Lake Counties



A recent asphalt paving project by Jackson's Paving & Equipment Rentals

WEBSITE

jacksonspaving.com

EMAIL

info@jacksonspaving.com

MANAGER

Jack Wahl, Owner

SERVICES

Asphalt Paving & Repair
Driveway & Parking Lot Paving
Sealcoating

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Discover, MasterCard, Visa

GUARANTEES

1-Year Warranty on Materials & Workmanship

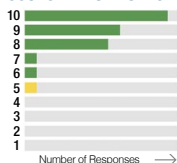
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2488



DIAMOND CERTIFIED RATINGS DASHBOARD based on **30** random customer surveys since February 2018

CUSTOMER SATISFACTION



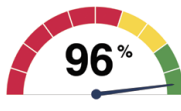
↑ More Satisfied
↓ Less Satisfied

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. 1000410
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

THE LEGACY PAVER GROUP

(415) 886-2903
(707) 219-8313

Serving the Greater Bay Area

The **LEGACY PAVER** Group

WEBSITE

www.legacypavers.com

EMAIL

info@legacypavers.com

MANAGER

Hayley Johnson, Owner
Sean Kaslar, Owner

SERVICES

Paver Design & Installation
Driveways
Patios & Pool Decks
Paths & Steps
Hardscapes

HOURS

Mon – Sat: 7am – 7pm

CREDIT CARDS

MasterCard, Visa
Same-as-Cash Financing

BRANDS

Belgard, McNear, Calstone, Basalite

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1956

The Legacy Paver Group is a second-generation hardscape company based in the Bay Area since 2001, with roots in Germany and the United Kingdom dating back 30-plus years. The company utilizes its comprehensive stone and paver abilities (which include custom designs and color blends) to handle a wide variety of commercial and residential projects, including driveways, patios, pool decks, pathways and steps, walls, outdoor kitchens, and fire pits.

Co-owner Hayley Johnson says The Legacy Paver Group's full-service approach to its installations has been an important part of its success because it gives clients a single point of contact throughout every step of the process. "Our ability to design and build allows us to work closely with our clients and create plans that best fit their needs."

In order to maintain a high level of quality control, The Legacy Paver Group provides every paver installation project with the hands-on expertise of its owners. "[Co-owner Sean Kaslar] and I are fully invested in every project," says Ms. Johnson. "We go onsite, spend time with the client and provide progress reports to make sure they're well-informed every step of the way."

COMPANY PHILOSOPHY

"Our clients are the most important aspect of our business, so we always make sure their projects are completed to their exact specifications. Our hands-on approach ensures we'll always be available to answer questions, make changes and collaborate with our customers to produce the best possible results."

EXCERPTED SURVEY RESPONSES

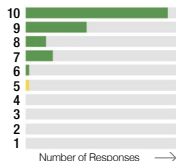
"They did a quality job in a short period of time. There were no mistakes or problems, and the price was good. We were satisfied."—David F.

"The end result was absolutely beautiful. They were very professional and easy to work with. It was a very nice experience."—Greg M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 76 random customer surveys since January 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. 931879
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ATCO Pest Control uses a variety of advanced control methods to eradicate, trap, remove, and deter pests for residential and commercial clients in Marin, Sonoma, San Francisco, and Contra Costa Counties. The family-owned and operated company takes a preventative approach to handling ant, bed bug, rodent, spider, and tree and landscape insect infestations. It specializes in non-chemical pest control methods (vacuum, steam, trapping and thermal eradication) and also uses natural pesticides.

President Richard Estrada has more than 20 years of experience in the pest control industry. Mr. Estrada says he uses his expertise to offer effective, long-term solutions for ridding homes and businesses of unwanted pests. "We adapt our procedures to meet the particular needs of each client, and we take all their concerns into account before doing any work."

ATCO Pest Control is proud to be certified by EcoWise, a program that distinguishes pest control practitioners who employ common sense techniques without using harmful pesticides. Additionally, several of its technicians have received certification by Domus Institute as "Bed Bug Experts." The company also provides tree protection services—it's trained to treat and prevent Sudden Oak Death, and it uses an injection process called Direct Inject to eliminate fungus-related problems and arboreal pests such as oak moths and tent caterpillars.

COMPANY PHILOSOPHY

"We strive to provide long-term solutions for pest problems, not just quick fixes. We thoroughly assess each situation to develop the most sensible and efficient approach, and we discuss the recommended procedures and options upfront. Our ultimate goal is to find the fastest, most effective ways to resolve our clients' pest dilemmas."

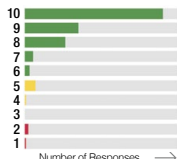
EXCERPTED SURVEY RESPONSES

"They're reliable and efficient."—Irene T.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **220** 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 Lic No. 4745, 32780
- ✓ Current Complaint File
- ✓ Business Practices

ATCO PEST CONTROL

(415) 669-4994



WEBSITE

www.atcopestcontrol.com

EMAIL

Richard@atcopestcontrol.com

MANAGER

Richard Estrada, President/Operator
Estella Estrada, General Manager

SERVICES

Complete Pest Control Services:
Rodents
Bed Bugs
Roaches
Ants
Tree & Landscape Insects
Termite Services (Call for Details)

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

MasterCard Visa

EMPLOYEES

23

CERTIFICATION/TRAINING

EcoWise Certified Service Provider
Domus Institute Certified Bed Bug Expert

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1559

HYDREX PEST CONTROL OF THE NORTH BAY, INC.

(415) 231-2098
(877) 312-1293

1120 Industrial Ave, Ste 18
Petaluma, CA 94952

Serving Marin, Sonoma, Napa,
Solano, San Mateo, Alameda,
Contra Costa and
San Francisco Counties



WEBSITE

www.hydrex.info

EMAIL

paula@hydrex.info

MANAGER

Felipe Montanez, Operations Manager

SERVICES

Residential & Commercial Pest Control
Termite Inspection & Control
Large Animal Trapping & Removal
Bed Bug Services

HOURS

Office Hours

Mon – Fri: 8am – 5pm

24/7 Emergency Services Available

CREDIT CARDS

Discover, MasterCard, Visa

CERTIFICATION/TRAINING

Residential Trapping License for
Large Animals, State of California
Department of Fish and Wildlife

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2132

Hydrex Pest Control of the North Bay, Inc. provides a complete range of pest control services for residential and commercial clients in Marin, Sonoma, Napa, Solano, San Mateo, Alameda, Contra Costa and San Francisco Counties. The company utilizes a variety of organic, environmentally-friendly methods to remove all types of rodents and insects (including termites) from its customers’ properties, and it also has the equipment and training to offer traditional treatments such as baiting, chemical injection, tenting, and fumigation.

Operations Manager Felipe Montanez says Hydrex Pest Control of the North Bay’s responsive customer service has been an important aspect of its success. “When people call us, they don’t get transferred to someone in another state—rather, they’re directly connected to someone in our home office. By developing positive relationships with our clients, we’re able to gain a thorough understanding of their problems and come up with effective solutions.”

Hydrex Pest Control of the North Bay works closely with local beekeepers to safely relocate hives and preserve colonies of honey bees. Additionally, the company is equipped to deal with bed bug infestations and utilizes effective methods that significantly reduce the possibility of further infestations.

COMPANY PHILOSOPHY

“Our goal is to provide effective, long-term solutions to our clients’ pest problems. We pride ourselves on offering high-quality workmanship and conscientious customer service, and we treat every home and property with respect.”

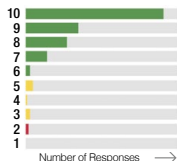
EXCERPTED SURVEY RESPONSES

“They can guarantee that you won’t have anything you don’t want in your house. They’re the complete bug company and I would highly recommend them.”—Charles M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **192** random customer surveys since February 2014

CUSTOMER SATISFACTION

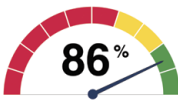


CUSTOMER LOYALTY



“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. 639, 30472
- ✓ Current Complaint File
- ✓ Business Practices

Bridewell Hilltop Kennels offers a wide range of pet care services at its countryside facility in Novato. The company's primary focus is providing short- and long-term boarding for dogs, cats, birds, rabbits and other small animals (excluding reptiles), but it also features an onsite grooming salon that offers everything from bathing and brushing to nail trimming and ear cleaning.

Manager Anne Hadley says much of Bridewell Hilltop Kennels' success is due to its animal-oriented business approach. "Our goal is pretty simple: take care of the animals first and provide them with great care at a reasonable price. Everyone who works here truly loves animals, so we take the time to develop relationships with them and learn about their specific needs so they get the best possible care."

Bridewell Hilltop Kennels offers several ancillary services that are designed to improve the quality of each pet's visit, including a dog walking program that features 25- to 40-minute nature walks and a complimentary bath on the day of departure (with a paid seven-day stay or longer). "We can also administer veterinarian-prescribed medications at no extra charge," adds Ms. Hadley. "Each of our policies is in place to guarantee the health, safety and enjoyment of our customers' pets."

COMPANY PHILOSOPHY

"Our primary concern is the happiness and well-being of our customers' pets, so we work hard to make sure they're as comfortable as possible during their stays. We want every customer to know that we're taking good care of their pet so they can relax and enjoy themselves while they're gone."

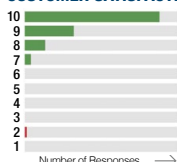
EXCERPTED SURVEY RESPONSES

"They're very clean and thoughtful, and they really take care of my dog."—Erin B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **104** random customer surveys since May 2014

CUSTOMER SATISFACTION



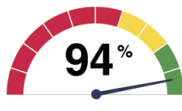
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

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

BRIDEWELL HILLTOP KENNELS

(415) 347-6925

325 Sunset Trail
Novato, CA 94945

Serving Marin, Sonoma, Napa
and San Francisco Counties



WEBSITE

www.bridewellhilltopkennels.com

EMAIL

bhk325@gmail.com

MANAGER

Philip Sheridan, Owner
Anne Hadley, Manager

SERVICES

Day Care
Grooming
Boarding for Dogs, Cats, Birds,
Teacup Pigs, Guinea Pigs
and Rabbits

HOURS

Mon – Sat: 8am – 5pm
Sun: 10am – 2pm

EMPLOYEES

10

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2164

MIKE TESTA PLUMBING, INC.

(415) 868-5917

4244 Redwood Hwy
San Rafael, CA 94903

Serving Marin County and
Surrounding Communities



WEBSITE

www.miketestaplumbing.com

EMAIL

mptplumb@att.net

MANAGER

Mike Testa and Kyle Barnhart, Owners

SERVICES

- Residential/Commercial
- Line Locating
- New Construction/Remodels
- Service/Repair
- Drain Cleaning
- Ripiping
- Sewer Video Inspection
- Leak Detection
- Backflow Testing
- Water Heaters

HOURS

Mon – Sat: 7am – 4pm

BRANDS

InSinkErator, Kohler, Moen, State Industries, Toto, Navien, Hansgrohe, Grohe, Bradford White, A. O. Smith

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/48

Mike Testa Plumbing, Inc. provides a variety of general plumbing services for residential, commercial and industrial clients throughout Marin County. In addition to upgrading plumbing systems and performing various repairs, the company installs plumbing for new construction projects, remodels and additions; handles backflow prevention testing and sewer video inspections; detects leaks and locates sewer lines; and more.

Mike Testa’s family has been in the plumbing business serving Marin County for more than 70 years. Mr. Testa says his company has become a thriving operation that’s earned a reputation for providing excellent plumbing work and outstanding customer service. “We started with virtually no clientele, but we worked hard and eventually earned our customers’ respect and loyalty. Our 2015 Best Plumber in Marin award from Pacific Sun and our 17 years of earning Diamond Certified are indicative of our consistency.”

Mike Testa Plumbing’s plumbers attend regular training classes to stay updated on the industry’s latest technologies and techniques. Mr. Testa says they combine modern knowledge with old-fashioned customer service to create truly enjoyable plumbing experiences for clients. “We abide by the golden rule of doing business: treat customers the way we’d expect to be treated.”

COMPANY PHILOSOPHY

“Our goodwill and success are equally due to our personal relationships with our customers and our ability to perform the mechanics of the job. All our employees are knowledgeable, courteous, and make it their primary goal to be fair and honest in fulfilling our clients’ needs. We stand behind our work, and we make sure our customers are completely satisfied with the plumbing services they’ve received.”

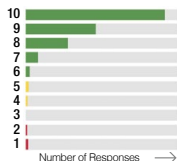
EXCERPTED SURVEY RESPONSES

“I liked how knowledgeable they were.”—Lisa T.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **564** random customer surveys since April 2002

CUSTOMER SATISFACTION



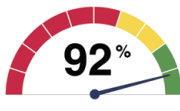
↑ More Satisfied
↓ Less Satisfied

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. 519618
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Benjamin Franklin Plumbing provides 24/7 plumbing services and repairs for residential clients throughout the Greater Bay Area. In addition to fixing drains, sinks, toilets, disposals and other household plumbing appliances, the company cleans sewers, maintains water heaters (including tankless and solar), repipes water delivery lines and more.

Owner Daniel Gagne is a second-generation plumbing professional who began his career when he was 18 years old. He started his own business in 1995 with his brother, Patrick. After working on new construction and remodeling projects for five years, the brothers joined the Benjamin Franklin Plumbing franchise in 2001. The brand name has since expanded to become part of a nationwide franchise organization owned by Clockwork Home Services Inc., but Mr. Gagne still independently operates his company.

Benjamin Franklin Plumbing offers a punctuality promise that refunds clients \$5 for every minute its technicians arrive past scheduled start times (up to \$300). "Being on time is very important for us," says Mr. Gagne. "It's reflected in our motto: 'If there's any delay, it's you we pay!'" The company's plumbing professionals undergo extensive in-house training to keep updated on installation and repair techniques, and they're all required to pass rigorous background checks and drug tests.

COMPANY PHILOSOPHY

"Our punctuality promise assures we'll show up to every job on schedule, and we back our work with a 100 percent money-back guarantee to make sure it's done correctly the first time. We want our customers to be completely happy with our services, and if they're not, they don't pay—it's that simple."

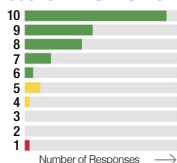
EXCERPTED SURVEY RESPONSES

"They were prompt, efficient and crystal clear about what they were doing."—Bob V.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **274** random customer surveys since June 2009

CUSTOMER SATISFACTION



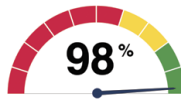
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

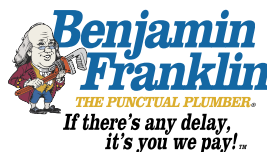
COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 857357
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

BENJAMIN FRANKLIN PLUMBING

(415) 788-4357

Serving the Greater Bay Area



WEBSITE

www.benfranklinplumbing.com

EMAIL

benfranklinplumbing@yahoo.com

MANAGER

Daniel Gagne, Owner

SERVICES

Plumbing Service & Repair
Drain Cleaning
Repiping
Sewer Cleaning & Replacement
Solar & Tankless Water Heaters

HOURS

Service Available 24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa
Financing Available

GUARANTEES

100% Money Back Guarantee

EMPLOYEES

95

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1542

ROMAN'S PLUMBING, INC.

(415) 236-0961



WEBSITE

www.romansplumbing.net

EMAIL

romansplumbing@comcast.net

MANAGER

Roman Scanagatta, President
Eleni Scanagatta, Chief Financial Officer
Pam Ardoin, Office Manager

SERVICES

Plumbing Service and Repair,
Remodeling, Water Heater
Replacement, Gas Line Installation,
Sewer and Drain Cleaning,
New Construction

HOURS

Mon – Fri: 8am – 4:30 pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

1-Year Warranty on All Work
1-Year Warranty on Supplied Parts
and Materials
No Warranty on Owner-Supplied
Parts and Materials
No Warranty on Drain Cleaning

CERTIFICATION/TRAINING

IACET Certified Backflow Prevention
Assembly Tester (Mr. Scanagatta)

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1777

Roman's Plumbing, Inc. offers a wide range of plumbing services to residential clients in Marin and Sonoma Counties. In addition to repairing, installing, and replacing all types of plumbing equipment and fixtures (including tankless water heaters), the company installs gas lines and performs complete remodels, new construction, and drain cleaning services.

Roman and Eleni Scanagatta established Roman's Plumbing, Inc. after spending 15 years working in the plumbing industry and learning every aspect of the trade. Mr. Scanagatta says he learned early on to develop a highly personalized approach to dealing with customers. "I learned, above all, to do what's right for every customer and to never sell them something they don't need. We're honest with our customers, and they show their appreciation by remaining loyal and recommending us to others."

Roman's Plumbing, Inc.'s mission statement is rooted in its desire to bring a high standard of customer service to the plumbing industry, with a strong dedication to honesty, integrity and quality workmanship. "Our goal is to provide professional plumbing expertise that's focused on providing our clients with a voice in the decision-making process," says Mr. Scanagatta.

COMPANY PHILOSOPHY

"We take pride in our honesty—instead of trying to up-sell our customers on unnecessary replacements or upgrades, we try to provide them with numerous options based on their budgets, specific needs, styles and preferences. We are respectful of our customers' homes and strive to keep them as clean as possible throughout the plumbing process. Ultimately, we try to treat our clients in the manner in which we would like to be treated."

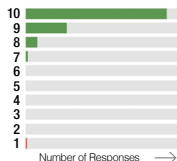
EXCERPTED SURVEY RESPONSES

"I like Roman. He is easy to work with and very responsive to my scheduling needs."—Charlotte Q.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **187** random customer surveys since October 2011

CUSTOMER SATISFACTION



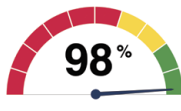
↑ More Satisfied
↓ Less Satisfied

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. 952842
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Mason Plumbing, Inc. provides a wide range of plumbing maintenance and repair services for residential and commercial clients throughout Marin County. In addition to handling routine work like faucet replacements and toilet repairs, the family-owned and operated company has the training and equipment to clean sewers, perform video pipe inspections, install and repair tankless water heaters, and more.

CEO Cameron Mason says Mason Plumbing's success can be attributed to a combination of reliability, accountability and customer service. "We're known for our integrity—we're fair and honest with our recommendations, we show up when we say we will, and we do what we say we're going to do. Our customers know that when they call us, they're going to get our best possible service."

Mason Plumbing's small size allows it to take a hands-on approach to each job and prioritize quality control throughout every aspect of its work. "We've kept our company smaller so we can continue to provide our customers with a high level of quality," says Mr. Mason. "We're able to connect with them on a personal level and make sure they have positive experiences, which they really appreciate."

COMPANY PHILOSOPHY

"Our goal is to build long-term relationships with our customers, and the best way to do that is to provide them with excellent service that exceeds their expectations. We have a deep connection to the communities we serve, and we're committed to providing plumbing help whenever it's needed."

EXCERPTED SURVEY RESPONSES

"They are great plumbers. They get things done. They are orderly, timely, clean, and they know what they are doing."—Jane H.

MASON PLUMBING, INC.

(415) 484-6836

Serving Marin County



Mason Plumbing Inc.

remodel | service & repair | sewer & drains

WEBSITE

www.masonplumbing.com

EMAIL

masonplumbing@comcast.net

MANAGER

Cameron Mason, CEO

SERVICES

Plumbing Maintenance & Repair
Sewer & Drain Cleaning
Video Pipe Inspections
Tankless Water Heaters

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Factory Warranties on
Company-Supplied Materials
2-Year Labor Warranty on
Plumbing Installations

EMPLOYEES

9

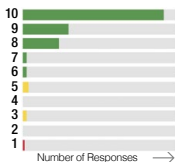
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2426



DIAMOND CERTIFIED RATINGS DASHBOARD based on **127** random customer surveys since January 2017

CUSTOMER SATISFACTION

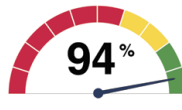


CUSTOMER LOYALTY



"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. 817803
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ROOFING

ABRIL ROOFING, INC.

(866) 630-7663

ABRIL ROOFING INC.



Abрил Roofing's technicians install a polyurethane foam roof.

WEBSITE

www.abrilroofing.com

EMAIL

abrilroofing@sbcglobal.net

MANAGER

Richard Abril Jr. and David Kumar,
Owners

SERVICES

Flat Roof & Energy Specialist
Foam Roof Restoration & Recoat
Sales, Installation & Maintenance
Seamless Foam Roofing
Skylight Installation
Free Estimates
Eichler Home Specialist

HOURS

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

CREDIT CARDS

MasterCard Visa

GUARANTEES

15-Year Warranty on Materials and
Labor

EMPLOYEES

20

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/961

Abril Roofing, Inc. is a family-owned and operated roofing contractor that serves residential and commercial clients throughout the Bay Area. The company's main focus is installing polyurethane foam roofing, but it also handles skylight installations and drainage system upgrades.

The Abril family established Abril Roofing in 2003. The company's owners—Richard Abril Jr. and David Kumar—have more than 40 years of combined industry experience, and its team of Master Foam Technicians has applied thousands of foam roofs throughout the Bay Area. Mr. Kumar, a Master Foam Technician himself, personally manages each project from start to finish.

Abрил Roofing uses high-density polyurethane foam that contains nontoxic catalysts and environmentally-friendly additives. Mr. Abril Jr. says foam roofing is one of the most efficient roofing and insulating systems available. "It improves draining problems, reduces maintenance expenses with its unparalleled durability and uses its superior insulating properties to lower energy costs." To keep customers' roofs performing for a lifetime, the company offers maintenance programs that include semiannual inspections and cleanings.

COMPANY PHILOSOPHY

"We take pride in professionally managing our customers' roofing projects. We're dedicated to Eichler home preservation, fine craftsmanship, efficiency, superior business practices and hard work. As a result of our commitment to excellence, we're able to provide outstanding customer satisfaction."

EXCERPTED SURVEY RESPONSES

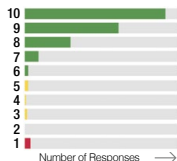
"They were on time and professional."—Pat S.

"They were polite, on time, and they did good work."—Gabrielle E.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 271 random customer surveys since September 2006

CUSTOMER SATISFACTION



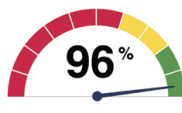
↑
More Satisfied
↓
Less Satisfied

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. 841849
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Capstone Roofing, Inc. installs all types of roofing systems for residential and commercial clients in Marin, Napa, and Sonoma Counties. The family-owned and operated company maintains three crews of experienced technicians so it can complete projects as quickly as possible, and its knowledgeable consultants walk clients through each step of the roofing process to make sure they get systems that fit their needs and budget.

Owner Nathan DuCharme says Capstone Roofing's detail-oriented approach to roofing work has been a crucial aspect of its long-term success. "We have two goals on every job: do high-quality work and try to leave the residence cleaner than it was when we arrived. We like the challenge of installing an entire roof and then making it seem like we were never there."

Capstone Roofing emphasizes clear communication throughout its clients' roofing projects, which Mr. DuCharme says is important for building relationships based on trust. "Communication is essential—if we're running late, we'll call the customer to keep them in the loop, even if it's only going to be a few minutes. We want our clients to know that when we're working on their jobs, they're our number one priority."

COMPANY PHILOSOPHY

"We treat our clients the way we'd want to be treated: with courtesy, respect and professionalism. Every project is equally important to us, regardless of its size, so we focus on doing an excellent job and making sure the customer is 100 percent satisfied."

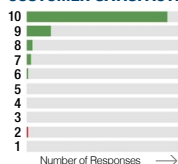
EXCERPTED SURVEY RESPONSES

"I was impressed. They laid tarps down. When they left, there was no mess. They were in and out. They have excellent service with quality work."—Byron C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **125** random customer surveys since February 2017

CUSTOMER SATISFACTION

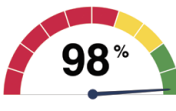


CUSTOMER LOYALTY



"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. 629383
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CAPSTONE ROOFING, INC.

(415) 347-5935

Serving Marin, Napa and Sonoma Counties



WEBSITE

www.capstoneroofing.biz

EMAIL

capstoneroofing@yahoo.com

MANAGER

Nathan DuCharme, Owner

SERVICES

Roof Installations
Sloped Roofs
TPO Roofing Systems
Free Roof Estimates

HOURS

Mon – Fri: 9am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

10-Year Warranty on Sloped Roofs
5-Year Warranty on Flat Roofs

BRANDS

GAF, CertainTeed

EMPLOYEES

38

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2429

WEDGE ROOFING

(888) 763-7663



WEBSITE

www.wedgeroofing.com

EMAIL

info@wedgeroofing.com

MANAGER

Ralph Wedge, Owner
Gary Harvey, General Manager

SERVICES

Roof Installations, Repair and Maintenance: Spray Foam Roofing, Composition & Architectural Shingles, Standing Seam Metal & Shingles, Clay & Concrete Tile, Slate, Fire-Safe Wood Shingles & Shakes; Single-Ply: TPO, PVC, EPDM; Title 24 Cool Roof Coatings; Solar Roofing; Emergency Leak Repairs; Dry Rot & Structural Repairs; Historic Roof Restoration

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

MasterCard Visa

CERTIFICATION/TRAINING

GAF Master Elite Roofing Contractor; CertainTeed Select ShingleMaster™ & Gold Star Contractor; SPFA Certified Spray Foam Roofing Contractor, Project Managers & Installers; CA Certified Journey-Level Roofers; OSHA Certified Onsite Supervisors; GAF Solar Elite & Green Roofing Contractor; NRCA Solar Roofing Professional; Metal Roofing, Gerard, Carlisle, Firestone, Everest, GACO & EPA Lead-Safe Certified; CertainTeed Shingle Quality Specialist

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2479

Wedge Roofing’s 43 years of demonstrated roofing expertise, renowned customer service and ethical business practices have earned the company its reputation as one of the best roofing contractors nationwide, and the sole San Francisco Bay Area roofing company to earn the industry’s most prestigious accreditations and awards. This includes the National Roofing Contractors Association 2016 Gold Circle Award for Reroofing and the SPFA Industry Excellence Award for Best Spray Foam Roof Nationwide for four consecutive years (2015, 2016, 2017 and 2018).

Being certified as a GAF Master Elite, CertainTeed Select, Metal Roofing Alliance and SPFA Spray Foam Roofing Contractor places Wedge Roofing in the top 1 percent of the roofing profession, representing the highest standards of roofing expertise, renowned customer satisfaction and ethical business practices in the roofing industry today.

COMPANY PHILOSOPHY

“Built on values of honesty and integrity, Wedge Roofing is committed to providing clients with high-quality, cost-effective roof installations and repairs, delivered with phenomenal customer service on schedule, in budget, and in compliance with all building regulations.”

EXCERPTED SURVEY RESPONSES

“I have referred friends to them because they do outstanding work. They’re neat and they get the job done fast.”—Sherry M.

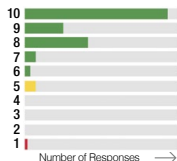
“I liked the foreman who came out and checked my roof. He was open to listening to what I needed and good at communicating his process.”—John C.

“They are without a doubt the company to go with. They are helpful, honest and knowledgeable.”—Jim H.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **100** random customer surveys since December 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. 416737
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Pipe Spy Marin, Inc. inspects, diagnoses, repairs, and replaces sewer lines for residential and commercial clients in Marin, Sonoma and San Francisco Counties. The company's comprehensive inspection process includes providing a written report, video and estimate that detail the condition of each customer's sewer line, which allows its technicians to customize their services to guarantee the best possible results.

President Myles O'Dwyer says his favorite part of working with sewer lines is solving the unique puzzle that every job presents. "Pipe work varies significantly from location to location—even if they're right next door to each other—so it takes quite a bit of investigation and problem solving to find the best solutions. We're challenged on a daily basis, but that's exactly what makes this type of work so interesting."

Pipe Spy Marin utilizes trenchless sewer replacement technology and pipe bursting techniques to maintain the integrity of its customers' properties. "Some people think you have to dig a big trench in a yard to replace a sewer line, but our trenchless capabilities allow us to burst and replace an entire pipe without disturbing the ground in between," explains Mr. O'Dwyer. "Our customers really appreciate having that option."

COMPANY PHILOSOPHY

"We understand how disruptive a sewer line problem can be to a household, so our main goal is to work as quickly and efficiently as possible so our customers can get back to normal. Sewer problems can really vary in terms of difficulty, but we always take the time to come up with the best solutions to our customers' problems."

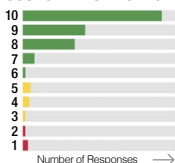
EXCERPTED SURVEY RESPONSES

"They were very professional and they did a good job. They were friendly and they knew exactly what they were doing."—Jeff B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **225** random customer surveys since July 2012

CUSTOMER SATISFACTION



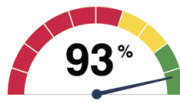
↑ More Satisfied
↓ Less Satisfied

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. 909818
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

PIPE SPY MARIN, INC.

(415) 890-6856

Serving Marin, Sonoma, and San Francisco Counties



WEBSITE

www.pipespymarin.com

EMAIL

info.pipespy@gmail.com

MANAGER

Myles O'Dwyer, President

SERVICES

Sewer Line Inspection
Diagnosis
Repair & Replacement

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

10-Year Warranty on All Work
and Pipe Materials
Manufacturers' Warranties

EMPLOYEES

15

CERTIFICATION/TRAINING

PACP Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1891

CALIFORNIA SHOWER DOOR CORPORATION

(415) 763-5983

1795 Yosemite Avenue
San Francisco, CA 94124



Thomas Nolan is President/CEO of California Shower Door Corporation.

WEBSITE

www.calshowerdoor.com

EMAIL

tom@calshowerdoor.com

MANAGER

Thomas J. Nolan, President/CEO

SERVICES

- Tub & Shower Enclosures
- Will-Call & Installation
- Custom Installation
- Free Design Estimates

HOURS

Mon – Fri: 8am – 4:30pm

CREDIT CARDS

MasterCard Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/594

California Shower Door Corporation provides a variety of bathtub and shower enclosures for residential clients throughout the Bay Area. The company is a direct manufacturer of the Majestic and Regency shower enclosure systems, which are designed to maximize space and suit any shower area. It can provide materials on a will-call basis; perform standard and custom installations; and install mirrors, guardrails, windscreens, interior glazing systems, glass countertops and glass railing systems.

President/CEO Thomas J. Nolan started working at California Shower Door Corporation in 1981, became general manager in 1990 and took over ownership in 2005. Mr. Nolan says his company is one of the only businesses in the Bay Area that exclusively focuses on custom shower doors, which allows it to offer specialized expertise. “Other companies install shower doors as an adjunct to their business, but our niche has always been creating shower enclosures that best fit our clients’ needs.”

COMPANY PHILOSOPHY

“We’re an employee-owned company, so everyone has a vested interest in making sure our customers are happy and have a positive experience. We know how people want to be treated when they hire a contracting company, and our aim is to offer our clients the same level of service we’d like to receive.”

EXCERPTED SURVEY RESPONSES

“The representative was great, as was the service we received. The quality and everything across the board was fine. The door looks great.”—Ana R.

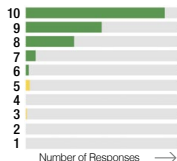
“The estimator is straightforward and the quality of the work has always been good. I’ve used them for a number of projects.”—Bill C.

“I liked their customer service and the prompt schedule they kept. The price is also good.”—John R.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **285** random customer surveys since January 2005

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. 340328
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

A and P Moving, Inc. provides local long-distance, and international relocation services for residential and commercial clients throughout the Bay Area. As an agent for Bekins Van Lines, the family-owned and operated company handles all aspects of packing, moving, and storing. Its employees are meticulously trained in safety procedures and proper handling techniques.

Founders Darin and Dale Aman say A and P Moving's success is due to the hard work and dedication of its longtime staff members, some of whom have been with the company since its inception more than 25 years ago. "All our employees take pride in facilitating the careful transport and safe delivery of our clients' belongings," says Darin Aman. "Taking care of customers is our top priority."

A and P Moving also offers document storage, shredding and inventory management services to Bay Area clients in many different industries, including medical, legal and government. The company stores important documents and files at its 45,000-square-foot Novato warehouse, which features code-compliant sprinkler systems and 24-hour monitored security systems.

COMPANY PHILOSOPHY

"Moving possessions and storing important documents can be a stressful experience, so we always strive to make every customer feel safe and secure with our services. We emphasize the importance of client communication, and we stay focused on the service aspect of our business. By drawing on our years of experience, we're able to simplify any move or storage project as much as possible."

EXCERPTED SURVEY RESPONSES

"They were prompt and tidy. We didn't have any problems with them."—D.E.

A AND P MOVING, INC.

(415) 886-3303
(707) 927-2095

111 Hamilton Drive
Novato, CA 94949

Serving the Greater Bay Area



WEBSITE

www.apmoving.com

EMAIL

darinaman@apmoving.com

MANAGER

Darcy Quinn, Owner
Darin Aman, President

SERVICES

Corporate & Residential Moving
Free Estimates
Interstate & International Moving
Record Storage
Household Storage
Shredding
Document Storage
Inventory Management

HOURS

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

CREDIT CARDS

Amex, MasterCard, Visa

EMPLOYEES

25

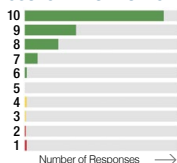
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1490



DIAMOND CERTIFIED RATINGS DASHBOARD based on **248** random customer surveys since January 2009

CUSTOMER SATISFACTION



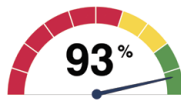
↑ More Satisfied
↓ Less Satisfied

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 Lic No. MTR-0169034
- ✓ Current Complaint File
- ✓ Business Practices

AMERICAN HOME RENEWAL, INC.

(877) 303-1564

Serving Northern California



Chris Spilly (L) and Marc Stelzer are owners of American Home Renewal, Inc.

WEBSITE

www.renewal.com

EMAIL

info@renewal.com

MANAGER

Marc Stelzer and Chris Spilly, Owners

SERVICES

Doors	Windows
Fibercement Siding	Gutters
Seamless Gutters	Exterior Siding

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Discover, MasterCard, Visa

GUARANTEES

Lifetime Limited Labor
No-Nonsense Glass Breakage

CERTIFICATION/TRAINING

AAMA InstallationMasters™ Certified
Milgard Platinum Certified Dealer
James Hardie Elite Preferred Contractor

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/83

American Home Renewal, Inc. has been installing replacement windows, exterior siding, doors and gutters for property owners throughout Northern California for the past 22 years. With products from many of the top manufacturers in the industry, the company strives to address the unique needs and styles of each property.

Owners Marc Stelzer and Chris Spilly founded American Home Renewal determined to help Bay Area residents choose quality, energy-efficient building materials while providing an outstanding customer service experience. Their team is built of construction industry veterans, all factory-trained and InstallationMasters™ certified by the American Architectural Manufacturers Association (AAMA).

American Home Renewal has earned numerous industry accolades. In addition to being the original James Hardie Preferred Remodeler in the Bay Area, the company is Milgard's only Platinum Certified Replacement Dealer in Northern California and was voted one of the Top 500 Remodelers in the U.S. by *Qualified Remodeler* magazine for the past 18 years.

American Home Renewal's *Satisfaction First!*™ policy guarantees its clients don't pay for services until they're completely satisfied. "We don't accept payment until the project is complete," explains Mr. Stelzer. "That way, our clients can be sure of a positive outcome."

COMPANY PHILOSOPHY

"We're committed to exceeding expectations and turning one-time customers into lifelong clients. Our team effort and *Satisfaction First!*™ policy ensure every customer has a pleasant remodeling experience."

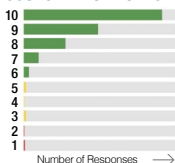
EXCERPTED SURVEY RESPONSES

"I like their follow-up, plus they're accurate, diligent and very knowledgeable."—Mr. & Mrs. F.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 492 random customer surveys since May 2002

CUSTOMER SATISFACTION



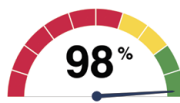
↑ More Satisfied
↓ Less Satisfied

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. 740587
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

IRC ALL SIDING

(800) 559-0492

Serving All Bay Area Counties

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.



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 Their Toll-Free Number

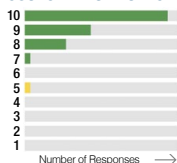
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/416



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

COMPLETE SOLAR SOLUTION

(877) 597-0581

Serving the San Francisco Bay Area, Monterey Peninsula and Napa Valley

Complete Solar



Will Anderson, CEO

WEBSITE

www.completesolar.com

EMAIL

sunshine@completesolar.com

MANAGER

Dave Anderson, Chief Revenue Officer

SERVICES

Residential Solar System Solutions

HOURS

Mon – Fri: 8am – 8pm
Sat: 9am – 4pm

GUARANTEES

20-Year Warranty on Solar Panels

EMPLOYEES

60

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2030

Complete Solar Solution designs and installs customized solar power solutions throughout most of California. The company's innovative approach to solar power solutions provides homeowners with optimized systems chosen from among hundreds of manufacturer and financing options, which eliminates the need for them to solicit multiple bids from different installers and manufacturers.

CEO Will Anderson says Complete Solar Solution sets itself apart by taking the time to match clients with the right systems for their needs instead of only presenting options from select manufacturers. "Since we aren't committed to any single manufacturer, we're able to look at all types of brands, technologies and installation techniques to determine the optimal solar power system for each individual home."

Complete Solar Solution utilizes custom financing and its proprietary HelioQuote™ software to make the solar process as simple and affordable as possible for its clients. "We want people to know that going solar is simple, fast and will save thousands of dollars on their electrical bills," says Mr. Anderson.

COMPANY PHILOSOPHY

"Our goal is to provide the best solution for every client, regardless of their situation. We understand the solar purchasing process can be complex and frustrating, so we act as advocates for our customers and represent them every step of the way to ensure they have positive experiences."

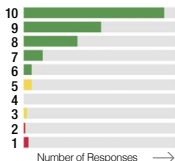
EXCERPTED SURVEY RESPONSES

"[I liked] the time factor; it only took a few weeks. We were all hooked up with everything, including PG&E. I know other people who used another company and it took them months to get everything set up."—Betsy K.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **200** random customer surveys since June 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. 961988
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Herb's Pool Service, Inc. provides a full range of swimming pool and spa services for residential clients in Marin, Sonoma, and West Contra Costa Counties. In addition to handling everything from regular cleaning and maintenance to new pool construction, the company has the capabilities to remodel existing pools and spas; perform interior refinishing; install pumps, filters and heaters; and more.

Co-owner Sandy Scott says that even though Herb's Pool Service prioritizes staying current with industry innovations, it hasn't lost sight of the importance of the personal touch. "Like most industries, pool service has changed significantly over the years, so keeping up-to-date with new technology is critical. However, we also believe that no amount of technological sophistication can take the place of old-fashioned customer service. Our customers can expect to receive both."

Herb's Pool Service maintains two retail stores in San Rafael and Petaluma where customers can purchase the latest pool equipment, chemicals, and accessories. The company also builds and maintains waterfalls and other ornamental water features, and it's able to perform warranty work for all major pool equipment manufacturers.

COMPANY PHILOSOPHY

"Our motto is, 'We work, you play.' By providing knowledgeable, reliable services and top-of-the-line products, we're able to achieve our number one goal: to maximize our clients' enjoyment of their pools, spas and water features."

EXCERPTED SURVEY RESPONSES

"They're reliable, honest, and they stand behind their work. They are a quality, dependable company."—Mike L.

"They're very conscientious about the job and keeping us aware of what needs to be done."—Cecil R.

HERB'S POOL SERVICE, INC.

(415) 938-6913
3769 Redwood Highway
San Rafael, CA 94903

(707) 219-8321
3413-A Petaluma Blvd North
Petaluma, CA 94952



WEBSITE

www.herbspoolservice.com

EMAIL

sandys@herbspoolservice.com

MANAGER

Sandy Scott, Kathy Thompson,
Tim Lindelli and Tina Offenbach,
Owners

SERVICES

Swimming Pool & Spa Service
Pool Renovation
Retail Sales

HOURS

Office
Mon – Fri: 7:30am – 5pm
San Rafael & Petaluma Stores
Mon – Fri: 8am – 5pm
Sat: 8am – 4pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

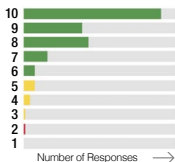
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2122



DIAMOND CERTIFIED RATINGS DASHBOARD based on **200** 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 Lic No. 791298, 273969
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

DC TILE AND STONE

(415) 830-8780

Serving Marin, Sonoma and Napa Counties



DC Tile and Stone recently installed this countertop and backsplash.

WEBSITE

www.tileandstone-sanrafael.com

EMAIL

derek.dctilencal@yahoo.com

MANAGER

Derek Kahn, Owner

SERVICES

Installation of Tile & Stone:

- Slate
- Marble
- Granite/Quartz
- Travertine
- Glass
- Ceramic
- Porcelain
- Mosaic
- Metal Tiles

HOURS

Mon – Fri: 8am – 6pm
Sat – Sun: 10am – 4pm

CREDIT CARDS

Amex, MasterCard, Visa

EMPLOYEES

3

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1775

DC Tile and Stone designs and installs slate, marble, granite, travertine, ceramic, porcelain, mosaic, glass and metal tiles, and granite/quartz countertops for homeowners in Marin, Sonoma, and Napa Counties. The company utilizes the latest industry technology and design trends to create tile projects that fit any budget or style, from old world to contemporary. In addition to its installation and design capabilities, it offers in-home consultations to homeowners who need help planning their kitchen or bathroom projects.

Owner Derek Kahn says the biggest differentiating feature of DC Tile and Stone is the way it works closely with clients throughout every phase of the tiling process—an inclusive approach that’s rarely seen in the tile and granite countertop industry. “Some contractors make decisions without their clients’ approval, but we really pay attention to what each homeowner wants and cater to their needs. They’re our referral system, so it’s very important that we make them happy.”

DC Tile and Stone is known for its comprehensive preparation and clean-up processes, which include hanging plastic for dust protection, laying drop cloths, protecting yards and cleaning any overspray. “After everything is completely clean, we do a final walkthrough and see if the homeowner wants to change anything,” adds Mr. Kahn. “Everything we do is based on ensuring our clients’ satisfaction.”

COMPANY PHILOSOPHY

“Our mission is to make our clients’ remodeling projects less stressful by providing a professional atmosphere tailored to meet their specific needs, both in terms of design and function. We strive for 100 percent customer satisfaction, so we never leave a job until the homeowner is completely happy with our work.”

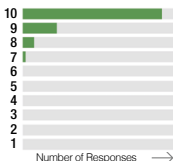
EXCERPTED SURVEY RESPONSES

“They were reliable and professional.”—Robyn N.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **66** random customer surveys since September 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. 934359
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

World Tree Service, Inc. offers full-service tree care to clients throughout the Bay Area. The company's services include hazardous tree removal, pruning, safety trimming, preventive maintenance, arborist reports, stump grinding, diagnosis and treatment, and emergency response. It also offers consulting services and uses multi-technical methods to tend and restore trees.

Partners James Cairnes and Natalie Carey are both California-certified and ISA Tree Risk Assessment Qualified (TRAQ) arborists who are marking their 22nd year doing business in Marin County. Mr. Cairnes received his national diploma in arboriculture in England in 1990, and he practiced tree care in five countries before settling in California. He says World Tree Service is committed to providing high-quality tree care with an honest, knowledgeable, professional approach that has earned the respect and trust of clients.

To see a full list of World Tree Service's capabilities, Mr. Cairnes invites potential customers to visit www.smallworldtree.com.

COMPANY PHILOSOPHY

"We give our customers personal attention and listen to their concerns. The same dedicated individuals see each job through and develop a rapport with each client. We're conscientious about our work and meticulous about cleaning up after ourselves. We keep up with the latest advancements in tree care to ensure our services remain on the cutting edge."

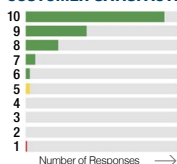
EXCERPTED SURVEY RESPONSES

"They did what they said they were going to do, on the day they said they were going to do it. They did it quickly and for the price they said they would. They cleaned up perfectly and they were courteous. Also, it was an emergency. When I called, they had someone out within the hour. What more can I say?"—Tarey R.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **371** random customer surveys since December 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. 982691
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

WORLD TREE SERVICE, INC.

(415) 455-0909



WEBSITE

www.smallworldtree.com

EMAIL

mail@smallworldtree.com

MANAGER

James Cairnes, Certified Arb., ISA TRAQ
Natalie Carey, Certified Arb., ISA TRAQ

SERVICES

- Full-Service Tree Care
- Aesthetic & View Pruning
- Native Oak Care & Maintenance
- Expert Removal of Hazardous Trees
- Safety Trimming/Preventative Maintenance
- Arborist Reports
- Diagnosis & Treatment
- Stump Grinding
- Lot Clearing & Fire Breaks

HOURS

Mon – Fri: 7am – 6pm

GUARANTEES

Satisfaction Guaranteed

CERTIFICATION/TRAINING

International Society of Arboriculture (ISA) Certified Arborist #WE-10312A (Ms. Carey) and #WE-3841A (Mr. Cairnes), ISA Tree Risk Assessment Qualification (Mr. Cairnes and Ms. Carey), National Diploma in Arboriculture (Merrist Wood College, UK)

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/205

TREE PROS

(415) 742-1950

Serving Marin, Southern Sonoma and San Francisco Counties



Tree Pros provides a wide range of tree care services for residential and commercial clients in Marin, Southern Sonoma, and San Francisco Counties. In addition to handling all phases of professional tree care, from basic tree trimming to intricate ornamental pruning and removals, the company has the knowledge, ability and proper equipment to handle any job.

Born and raised in Mill Valley, owners and brothers Jon and Paul Black began their tree careers more than 30 years ago. They credit their success to a detail-oriented approach to the professional tree care process. “Our customers really appreciate the attention we pay to every detail of their jobs,” says Jon Black. “By closely monitoring each step of the process, from the initial bid to the finishing touches, we’re able to achieve high levels of customer satisfaction.”

Certified Arborist Paul Black and Jon Black personally schedule appointments, consult and provide estimates, set up the work, and oversee all steps of the job from start to completion. “Combined, we have a lot of knowledge and depth when it comes to caring for trees and landscapes,” affirms Mr. Black.

WEBSITE

www.marintreepros.com

MANAGER

Paul Black, President
Jon Black, Vice President

SERVICES

Tree Care

HOURS

Mon – Fri: 8am – 5pm
Available by Phone 24/7

EMPLOYEES

6

CERTIFICATION/TRAINING

Certified Arborist (Paul Black)

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2085

COMPANY PHILOSOPHY

“We operate with the core values of honesty, integrity and professional tree care. By exercising clear communication with our clients and employees, paying close attention to detail, and having an onsite presence, we strive to simplify the tree care process for our clients.”

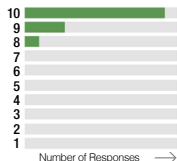
EXCERPTED SURVEY RESPONSES

“I thought the owner was excellent. He explained the job well and gave us his insurance certificate, and the price was clear. He delivered on what he promised would be done. Overall, it was a very satisfactory experience.”—Dave S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **68** random customer surveys since November 2013

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. 752428
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Wesco Screen Company Inc. provides a wide range of screen applications for residential and commercial clients in Marin, San Francisco, and Southern Sonoma Counties. The company measures and installs custom window screens, retractable window and door screens, quality window coverings, security screen doors, and wood and storm doors. Additionally, Wesco offers pet screens, solar shade screens and pollen-filtering screens for people with allergies.

Owner James Hislop says Wesco Screen Company backs up its long-standing reputation with an ongoing commitment to excellence. "Wesco was founded in 1954. In fact, we get customers who remember coming in with their grandparents when they were children. We place a high value on continuity and maintaining the same tradition of quality products and excellent customer service that has made us a distinguished company for generations."

Wesco Screen Company uses high-quality materials to manufacture its products, including extruded aluminum frames, baked enamel finishes and premium screen material made by industry leader Phifer. The company is also Northern California's largest distributor of Roll-Away retractable screen doors, and it supplements its traditional window and door screen offerings with specialty products like security screen doors and storm doors. "No matter what they're used for, all our screens are made from the best materials available," affirms Mr. Hislop.

COMPANY PHILOSOPHY

"Our goal is to combine unparalleled customer service with high-quality products that leave our clients completely satisfied. By conducting business in an honest, genuine way, we're able to generate repeat business that results in ongoing relationships with our customers."

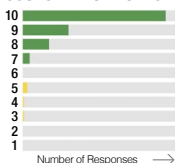
EXCERPTED SURVEY RESPONSES

"They are the best at what they do."—Brad C.



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

CUSTOMER SATISFACTION

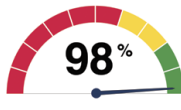


CUSTOMER LOYALTY



"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. 898912
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

WINDOW COVERINGS

WESCO SCREEN COMPANY INC.

(415) 854-4985

19 Simms Street
San Rafael, CA 94901

Serving Marin, San Francisco
and Southern Sonoma
Counties



WEBSITE

www.wescoscreen.com

EMAIL

wescoscreen@gmail.com

MANAGER

James Hislop, Owner

SERVICES

Screen Applications
Motorized Shade Screens
Wood & Retractable Screen Doors

HOURS

Winter
Mon – Fri: 9am – 4pm
Sat: 10am – 2pm
Summer
Mon – Fri: 9am – 5pm
Sat: 10am – 2pm

CREDIT CARDS

Amex, MasterCard, Visa

BRANDS

Hunter Douglas, Graber, Norman,
Horizons, Draper, Hauser Shade,
R Lang, Roll-Away, Tru-Frame

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2107

SMART WINDOW CLEANING

(415) 938-6902

Serving Marin, Sonoma and Solano Counties; San Francisco; and Parts of the East Bay



WEBSITE

www.smartwindowcleaning.com

EMAIL

smartwindowcleaning@gmail.com

MANAGER

Damon Turner, President
Eric Kennedy, CFO

SERVICES

Residential & Commercial Window Cleaning
Gutter Cleaning
Pressure Washing

HOURS

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

EMPLOYEES

15

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1698

Smart Window Cleaning has been providing window, skylight, and screen cleaning services for residential and commercial clients since 1973. Service areas include Marin, Sonoma and Solano Counties; San Francisco; and parts of the East Bay. The company also provides power washing, gutter cleaning, debris hauling and house cleaning, and it's now a one-stop shop for Realtors® who are getting homes ready to show.

As a locally-owned and operated firm, Smart Window Cleaning's mission is to provide excellent service from the first point of contact to the end of the job, and to follow up with reminders to make scheduling future work very easy. The company's clients range from small storefronts to large luxury houses and commercial projects.

President Damon Turner began his career at Smart Window Cleaning 30-plus years ago and uses his decades of industry experience to train all his employees in every aspect of window cleaning, from communicating with clients onsite to completing the job to each client's satisfaction. "We focus on meeting our clients' specific needs, expectations and schedules," he says. "They really appreciate our dedication to their satisfaction. We've always strived to provide the best customer experience possible, and we're now using our website to allow regular clients to schedule appointments and new clients to get online estimates."

COMPANY PHILOSOPHY

"We're committed to providing the highest quality work for the best possible price. Ultimately, we strive to turn our steadfast focus on quality into the best level of service and communication in the window cleaning industry. If a customer is unsatisfied with our work, we'll redo it promptly at no additional charge. We always treat our clients and their properties with the utmost respect."

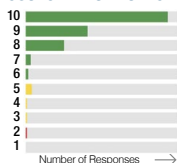
EXCERPTED SURVEY RESPONSES

"They are reliable and they do a good job."—Cornelia S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **210** random customer surveys since January 2011

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

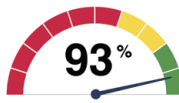
Number of Responses →

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

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

Save Energy Company provides and installs energy-efficient windows and doors for residential clients throughout Marin, San Francisco, 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.

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 in our area to offer free one-year checkups after window installations upon request,” says Mr. Gorman.

Save Energy Company’s website is full of valuable information and video presentations about how new windows, doors, and siding will transform a home to enhance energy efficiency, comfort, and visual appeal. “We do all we can to help our customers make informed decisions about these improvements,” says Mr. Gorman.

COMPANY PHILOSOPHY

“We strive to make the replacement window purchasing process easy and hassle-free. Our products come with lifetime warranties and installation workmanship guarantees, which ensure our clients receive products that perform to the highest standards. Ultimately, we want to help our customers select the right windows and doors to complement their homes.”

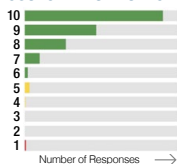
EXCERPTED SURVEY RESPONSES

“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



DIAMOND CERTIFIED RATINGS DASHBOARD based on **462** random customer surveys since April 2002

CUSTOMER SATISFACTION



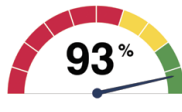
↑ More Satisfied
↓ Less Satisfied

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. 440356
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

SAVE ENERGY COMPANY

(415) 367-3149

Serving Marin, Sonoma and San Francisco Counties



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

InstallationMasters Residential/Light Commercial Window and Door Installer (AAMA)
Lead Safety for Renovation, Repair & Painting Refresher

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/51

AMERICAN HOME RENEWAL, INC.

(877) 303-1564

Serving Northern California



Chris Spilly (L) and Marc Stelzer are owners of American Home Renewal, Inc.

WEBSITE

www.renewal.com

EMAIL

info@renewal.com

MANAGER

Marc Stelzer and Chris Spilly, Owners

SERVICES

Doors	Windows
Fibercement Siding	Gutters
Seamless Gutters	Exterior Siding

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Discover, MasterCard, Visa

GUARANTEES

Lifetime Limited Labor
No-Nonsense Glass Breakage

CERTIFICATION/TRAINING

AAMA InstallationMasters™ Certified
Milgard Platinum Certified Dealer
James Hardie Elite Preferred Contractor

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/83

American Home Renewal, Inc. has been installing replacement windows, exterior siding, doors and gutters for property owners throughout Northern California for the past 22 years. With products from many of the top manufacturers in the industry, the company strives to address the unique needs and styles of each property.

Owners Marc Stelzer and Chris Spilly founded American Home Renewal determined to help Bay Area residents choose quality, energy-efficient building materials while providing an outstanding customer service experience. Their team is built of construction industry veterans, all factory-trained and InstallationMasters™ certified by the American Architectural Manufacturers Association (AAMA).

American Home Renewal has earned numerous industry accolades. In addition to being the original James Hardie Preferred Remodeler in the Bay Area, the company is Milgard’s only Platinum Certified Replacement Dealer in Northern California and was voted one of the Top 500 Remodelers in the U.S. by *Qualified Remodeler* magazine for the past 18 years.

American Home Renewal’s *Satisfaction First!*™ policy guarantees its clients don’t pay for services until they’re completely satisfied. “We don’t accept payment until the project is complete,” explains Mr. Stelzer. “That way, our clients can be sure of a positive outcome.”

COMPANY PHILOSOPHY

“We’re committed to exceeding expectations and turning one-time customers into lifelong clients. Our team effort and *Satisfaction First!*™ policy ensure every customer has a pleasant remodeling experience.”

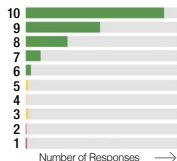
EXCERPTED SURVEY RESPONSES

“I like their follow-up, plus they’re accurate, diligent and very knowledgeable.”—Mr. & Mrs. F.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 492 random customer surveys since May 2002

CUSTOMER SATISFACTION



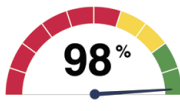
↑ More Satisfied
↓ Less Satisfied

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. 740587
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CHARLES WINDOW & DOOR COMPANY

(415) 742-1926

1505 Francisco Blvd East
San Rafael, CA 94901



WEBSITE

www.charleswindows.com

EMAIL

customerservice@charleswindows.com

MANAGER

Niko Frithiof, Owner

SERVICES

Master Installers of Windows: Wood, Fiberglass, Aluminum and Vinyl
Doors: Patio Doors, French Doors and Full Front Door Systems
Preferred Remodeler of Fiber Cement Siding: James Hardie Siding Products
New Construction Installation
Remodel Retrofit Installation

HOURS

Mon – Fri: 8am – 5pm
Sat – Sun: 10am – 4pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

Lifetime Warranty on All Installations

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/561

Charles Window & Door Company (CWD) delivers quality window, door and siding projects, from simple replacements to full renovations. The family-owned and operated company won the 2014 National Dealer of the Year, Excellence in Installation award from Window & Door magazine. CWD offers complete service for home improvements, including product consultation, design, a dedicated project management team, “peace of mind” installations by specialists, and lifetime protection and care. The company’s award-winning San Rafael showroom showcases products from top manufacturers such as Milgard, Marvin, Integrity, Andersen and Simonton, and it also features James Hardie siding.

CWD has been in business for 24 years. Owner Niko Frithiof, who began his relationship with the company more than 15 years ago, says, “As a contractor myself, I knew the importance of solid installation skills, so I turned to the experts at CWD and was struck by their quality products and attention to detail.”

CWD distinguishes itself by being the only installing Andersen Dealer in the Bay Area; a James Hardie Premier Contractor; and an Authorized Installing Retailer for Marvin, Simonton, and other manufacturers.

COMPANY PHILOSOPHY

“Our in-home consultants are committed to sitting on the same side of the table with our customers; listening to them; helping them understand the issues, risks and possibilities; working with their budget; and determining the best solutions for their exact needs. We believe the best home improvement and lowest cost comes from doing it right in the first place.”

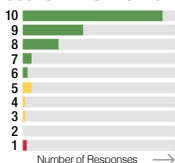
EXCERPTED SURVEY RESPONSES

“The product was excellent and they did what needed to be done.”—F. C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **336** random customer surveys since December 2004

CUSTOMER SATISFACTION



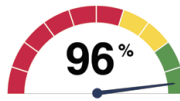
↑ More Satisfied
↓ Less Satisfied

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. 840757
- ✓ 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

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 Petaluma 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

See More Online

Get free access to hundreds of Diamond Certified Expert Contributions at diamondcertified.org/find-expert-advice. Read helpful industry tips and information, watch useful video tips, get to know the Expert Contributor's background and interests, and more.

Expert tips are the opinions of Diamond Certified managers who have industry experience. Opinions and readers' interpretation of them will differ, so we do not provide you with an assurance that any given tip is accurate.

Diamond Certified Expert Contributors



Debbie Allen

Office Administrator, Marin Convalescent & Rehabilitation Hospital

A Crucial Aspect of In-Home Care

A crucial safety aspect of in-home elder care is nighttime monitoring, as injuries can occur when an elderly person leaves their bed in the middle of the night. Devices such as clip alarms attached to pajamas, floor sensors and sensor pads under bedding promote safety by alerting the caregiver when their client gets out of bed.

To read full article and more, visit:
www.dccert.org/debbieallen



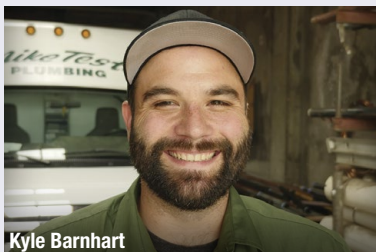
Leigh Bakhtiari

President, City Carpets

Carpet Cleaning Intervals

To maintain your carpet, it's vital to vacuum regularly—at least once a week. Routine professional cleanings are also important. While there are many different carpet cleaning methods in use today, the most reliable is truck-mounted steam cleaning, which provides the high temperatures needed to clean and restore carpet.

To read full article and more, visit:
www.dccert.org/leighbakhtiari



Kyle Barnhart

Owner, Mike Testa Plumbing, Inc.

Tankless Water Heater Maintenance

To prevent blockages caused by sediment and mineral buildup, tankless water heaters need to be annually flushed with a descaling solution. Tankless water heaters also have air and water filters that require routine cleaning to maintain an uninhibited flow of combustion air and water throughout the unit.

To read full article and more, visit:
www.dccert.org/kylebarnhart



Mario Batz

General Manager, Johnson & Daly Moving & Storage

Packing Wall Art

When packing for a move, pay special attention to sensitive items such as wall art. Large pictures and paintings should be wrapped and placed on their edges in heavy cardboard containers. Don't place newspaper directly against paintings. Tell your mover about valuable paintings that require special care.

To read full article and more, visit:
www.dccert.org/mariobatz

Diamond Certified Expert Contributors



Stanley Costa

Owner, SonoMarin Cleaning Services, Inc.

Steam Cleaning Your Refrigerator

If you want a cleaner refrigerator, consider purchasing a steam cleaner. This tool allows you to clean and sanitize the inside of your refrigerator without the need for chemical cleaners that can contaminate your food. You can also use a steam cleaner for other purposes, like cleaning your garbage disposal to eliminate odors.

To read full article and more, visit:
www.dccert.org/stanleycosta



Bob Easley

Owner, California Fencing

Hiring a Fencing Contractor

If you're installing a new fence on your landscape, be sure to hire a conscientious contractor. Installing a new fence often requires alterations to the existing landscape, such as relocating plants or trees. In such cases, it's best to have a contractor that's sensitive to the landscape and experienced at handling such situations.

To read full article and more, visit:
www.dccert.org/bobeasley



Lamine Elabed

President, LW Construction & Handyman Services

Fixing Low Water Pressure in a Faucet

If you're getting unusually low water pressure from a faucet in your home, it may be due to a clogged aerator. To fix the problem, simply unscrew the aerator from the faucet, clean out any sediment inside and tighten it back into place. You should immediately notice an improvement in water pressure.

To read full article and more, visit:
www.dccert.org/lamineelabed



Daniel Gagne

Owner, Benjamin Franklin Plumbing

Water Heater Maintenance

A crucial plumbing maintenance step is to drain your water heater's tank once a year. This is important because of all the sediment in the water, which tends to collect and sit at the bottom of the tank. If this isn't routinely flushed, your water heater will gradually become less efficient and may even develop a leak at its base.

To read full article and more, visit:
www.dccert.org/danielgagne



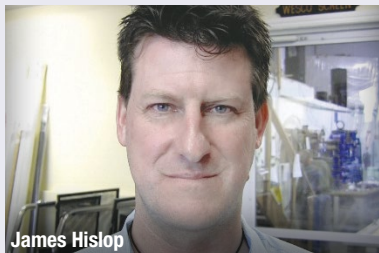
Chet Heenan

Service Manager, Reyff Electric, Inc.

Electrical Panel Meter Jaws

Located in the back of your electrical panel, meter jaws send electricity from the panel into your home. Over time, meter jaws can become loose, which can lead to overheating, arcing and, eventually, power loss. To avoid this issue, have your panel's meter jaws inspected and repaired as needed.

To read full article and more, visit:
www.dccert.org/chetheenan



James Hislop

Owner, Wesco Screen Company Inc.

Window Screen Options

Today, there are many window screen options to meet a variety of needs. For example, pet screens are coated with PVC to protect them from damage caused by dogs and cats. For those who want unobstructed views out their windows or doors, invisible screens offer greater transparency than conventional screen material.

To read full article and more, visit:
www.dccert.org/jameshislop



Leila Jacobsen

Owner, Awncos Retractable Awnings

Treating Heavy Stains on Awnings

While basic cleaning will remove bird droppings and other mild stains on an awning, if yours has heavy stains like tree sap, you should take a couple of preliminary steps. Apply cornstarch to the stained area and use a straight edge to scrape off the excess. Afterward, you can clean using your normal procedure.

To read full article and more, visit:
www.dccert.org/leilajacobsen



Stan Jonah

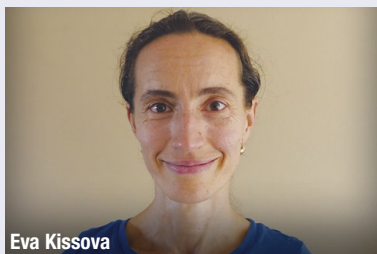
Sales Manager, The Legacy Paver Group

Eco-Friendly Pavers

If you're concerned about the environmental impact of your paver installation, choose permeable pavers, which allow water to permeate into the ground rather than run off into nearby reservoirs. In some cases, permeable paver installations qualify for special financing, as they're considered a Green home upgrade.

To read full article and more, visit:
www.dccert.org/stanjonah

Diamond Certified Expert Contributors



Eva Kissova

Owner, Kiss Painting

Extending Paint Lifespan

Many homeowners think they're getting the most for their money by waiting until their house paint has completely failed before repainting. However, a more cost-effective strategy is investing in frequent paint touch-up services. This will extend the lifespan of your original paint job and give you more value for your investment.

To read full article and more, visit:
www.dccert.org/evakissova



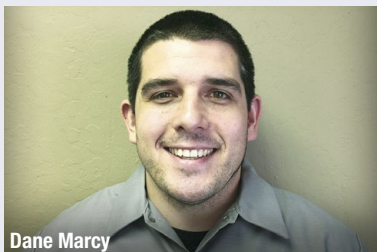
Itamar M. Junior

Co-owner, Atlas Pavers Co.

The Role of Geotextile Fabric

Geotextile fabric's primary function in paver installation is reinforcement, as it helps keep the pavers from sinking or moving around. It also serves as a permeable filter that allows water to pass through while preventing the soil beneath from intermixing with the pavers and weakening the installation.

To read full article and more, visit:
www.dccert.org/itamarmjunior



Dane Marcy

Service Manager, Kelly's Appliance Center

Advantages of a Local Appliance Store

When it comes to appliance repairs, the service provided by a big-box appliance store can be hit-and-miss. Technicians often show up late or sometimes not at all, and it's usually a different person each time. In contrast, when you work with a local company, you'll get consistent service from a consistent technician.

To read full article and more, visit:
www.dccert.org/danemarcy



Cameron Mason

CEO, Mason Plumbing, Inc.

Water-Saving Toilets

Modern low-flow toilets save up to 2 gallons per flush compared to toilets installed prior to 1993, and their improved design allows them to flush better than earlier versions of water-saving toilets. Dual-flush toilets take things a step further by letting you choose the amount of water per flush, depending on what's needed.

To read full article and more, visit:
www.dccert.org/cameronmason

Diamond Certified Expert Contributors



Jake Newman Jr.

HVAC Service Manager, Burkell Plumbing, Inc.

Troubleshooting Your Thermostat

After removing your thermostat from the wall, take a gator clip or piece of insulated wire and insert the ends into the R and W terminals on the wall-mounted wiring panel. This should “jumpstart” the furnace. If it turns on, your thermostat is probably malfunctioning; if not, there may be an internal problem with the furnace.

To read full article and more, visit:
www.dccert.org/jakewnewmanjr



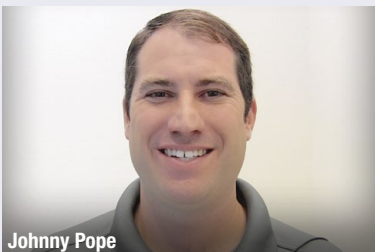
Tom Nolan

President/CEO, California Shower Door Corporation

Maintenance-Free Shower Glass

If you want to minimize maintenance with your new shower door, consider purchasing ShowerGuard® glass. Unlike liquid glass-sealing solutions that are applied externally, with ShowerGuard, the formula is actually baked onto the glass itself to provide permanent protection against corrosion and staining.

To read full article and more, visit:
www.dccert.org/tomnolan



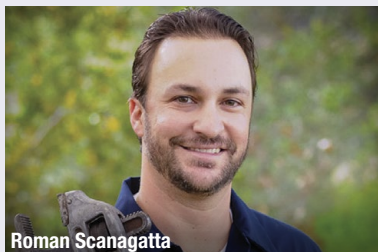
Johnny Pope

Manager, Old Town Glass

European Window Frame Design

Nowadays, many U.S. glass manufacturers are adopting European technologies. One example is aluminum-framed windows. Aluminum isn't known for being a great insulator, but by filling the frames with a special insulation, European designers are able to achieve a high level of thermal efficiency with this low-cost material.

To read full article and more, visit:
www.dccert.org/johnnypope



Roman Scanagatta

Owner, Roman's Plumbing, Inc.

Plumbing Water-Saving Tips

For homeowners, saving water means saving money, so it only makes sense to maximize the efficiency of your plumbing system. For example, if you still have the same toilet you installed 20 years ago, you're wasting water every time you flush, so consider replacing it with a low-flow model.

To read full article and more, visit:
www.dccert.org/romanscanagatta

Diamond Certified Expert Contributors



Brandon Stieg
President, Pacific Circle, Inc.

Benefits of Cable Deck Railing

Wood deck railings can be difficult to maintain due to the tedious nature of pressure washing, sanding and staining the pickets. To avoid this, consider installing cable railings, which are basically maintenance-free. As an added bonus, due to their thinness, cable railings won't obstruct the view from your deck.

To read full article and more, visit:
www.dccert.org/brandonstieg



Steve Villa
President, Rafael Floors, Abbey Carpet Center

Luxury Vinyl Plank

Luxury vinyl plank is similar to laminate flooring in hardness and durability, but it offers another characteristic that's unique to faux wood floors. Since its core is composed of extruded plastic instead of wood, it's totally waterproof, which makes it a great option for installing in a bathroom or laundry room.

To read full article and more, visit:
www.dccert.org/stevevilla



Dain Vogel
Account Manager, No More Dirt, Inc.

Tip for Janitorial Services

Determining the right frequency for janitorial services can be challenging. For some commercial properties, once or twice per week is sufficient, whereas others require nightly cleanings. If your current cleaning regimen falls short of your needs, work with your janitorial provider to devise a more fitting schedule.

To read full article and more, visit:
www.dccert.org/dainvogel



Ralph Wedge
Owner, Wedge Roofing

Polyurethane Foam Roof Benefit

Despite their foam composition, spray polyurethane foam roofs are incredibly durable—in fact, they often outlast seemingly sturdier roofing materials like wood shingles. Not only are they able to withstand normal building movement without compromising the membrane's integrity, they also add to a structure's shearing and racking strength.

To read full article and more, visit:
www.dccert.org/ralphwedge