

363,000
CUSTOMERS SURVEYED

SAN FRANCISCO · APRIL 2019

Diamond Certified[®] Directory

LOCAL COMPANIES RATED HIGHEST IN QUALITY · PERFORMANCE GUARANTEED



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

Ratings updated daily at www.diamondcertified.org

2019

The Rating Process

American Ratings Corporation conducts accurate customer satisfaction research.



1. APPLY

The company must apply to begin the rating process.



2. SAMPLE

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



3. SURVEY

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



4. SCORE

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

Rigorous standards are enforced.



5. CREDENTIALS

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



6. PRACTICES

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



7. COMMITMENT

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



8. AWARD

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

We require ongoing customer satisfaction and performance.



9. MONITOR

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



10. MEDIATE

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



11. GUARANTEE

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



12. QUALITY

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

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

Individual Research Reports

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

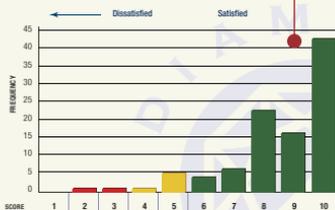
Question 1

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

Diamond Certified® Ongoing Rating and Certification Report

Question 1:

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



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

Statistical results for 100 observation

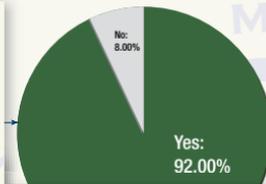
Mean: 8.58
Standard Deviation: 1.74
Percent of responses 6–10: 92.00%

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Question 2

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

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



Certification Report

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

Yes: 94.00%

Question 3

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

Question 4

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

Question 5

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

Question 6

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

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

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

Compared to Review Sites

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

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

American Ratings Corporation

Who We Are and What We Believe

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

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

We believe:

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

How to Reach Us

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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.

Read Expert Articles Before You Choose

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

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

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

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

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

The screenshot shows a webpage for 'San Mateo County - Auto Body'. It features a navigation bar, a main article title, a list of services (Laser Cut - California Auto Body & Repair & Drivng, Car Auto Body, and more), a Diamond Certified badge, a photo gallery of cars, and a list of related brands (3M, A, PPG, etc.).

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

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

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

Diamond Certified Experts

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

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

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

Bylined Articles

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

Videos

Watch useful video tips from each Diamond Certified Expert Contributor.

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

Human Interest

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

Verbatim Text of Video

Read text versions of the Diamond Certified Expert Video tips.

Dear Savvy Consumer



American Ratings Corporation
Defining Excellence

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

Dear Savvy Consumer,

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

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

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

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

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

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

Diamond Certified companies are top rated for quality and guaranteed.

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

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

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

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

Sincerely,

Handwritten signature of Greg Louie in blue ink.

Greg Louie
Founder and CEO
greglouie@diamondcertified.org

Handwritten signature of Chris Bjorklund in blue ink.

Chris Bjorklund
Consumer Advocate
chrisbjorklund@diamondcertified.org

Consumer Group Membership

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

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

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



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

OUR PROMISE TO YOU:

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

Frequently Asked Questions

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

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

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

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

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

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

Q: Can a company cheat to earn Diamond Certified?

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

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

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

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

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

How to Use This Directory

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

Business Category Listing
For easy navigation through this directory

WINDOWS

SAVE ENERGY COMPANY

(415) 367-3149
Serving San Francisco, Marin and Sonoma Counties



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



DIAMOND CERTIFIED RATINGS DASHBOARD based on 462 random customer surveys



- COMPANY CREDENTIALS**
- Workers Compensation
 - Liability Insurance
 - State License No. 440356
 - Current Complaint File
 - Legal & Finance
 - Business Practices

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

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Business Name and Contact Information

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 choose 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 | Accounting | 54 | Painting |
| 14 | Auto Repair | 59 | Paving Stones |
| 16 | Awnings | 60 | Pest Control |
| 17 | Carpet & Upholstery Cleaning | 61 | Pilates |
| 18 | Carpet Showroom | 62 | Plumbing |
| 19 | Contractor – Design & Build | 66 | Property Management |
| 20 | Contractor – Remodeling & Additions | 67 | Real Estate – Exchange & Reverse Exchanges |
| 24 | Decks & Patios | 68 | Roofing |
| 26 | Dentist | 73 | Shower Enclosures |
| 27 | Dry Cleaner & Laundry | 74 | Siding Contractor |
| 28 | Electrical Contractor | 76 | Skylights |
| 30 | Flooring Showroom | 77 | Solar |
| 31 | Foundation Contractor | 78 | Tree Services |
| 33 | Funeral Services | 79 | Window Coverings |
| 34 | Garage Doors | 80 | Windows |
| 36 | Hair Replacement | | |
| 37 | Hardwood Floors | | |
| 39 | Heating & Air Conditioning | | |
| 44 | House Cleaning | | |
| 45 | Janitorial Services | | |
| 46 | Kitchen & Bath Contractor | | |
| 48 | Landscape Contractor | | |
| 49 | Locksmith | | |
| 50 | Mover | | |

Sterck Kulik O'Neill Accounting Group, Inc. provides a full range of public accounting services for clients throughout San Francisco, from tax preparation and IRS audits to retirement planning and the preparation of financial statements. The firm also offers a business development consulting program to small businesses, which addresses issues such as profit planning and analysis, cash flow projections, systems reviews and designs, and key performance indicators.

Director Geoffrey Kulik says Sterck Kulik O'Neill Accounting Group prefers to focus on the overall picture of each client's financial situation. "Rather than performing piecemeal services, we take a long-term approach. We help our clients understand what's going on with their finances, assess where they want to be tomorrow and determine the steps to get there."

Sterck Kulik O'Neill Accounting Group also helps homeowners' and condo associations understand the advantages and disadvantages of various filing options. The company's additional services include business valuation, litigation support, fraud investigations and interim Chief Financial Officer staffing.

COMPANY PHILOSOPHY

"We truly put ourselves in our customers' positions and implement policies that are in their best interests. Our directors lead a team of knowledgeable, dedicated professionals who are truly excited to help grow businesses and assist individuals with all their financial planning needs."

EXCERPTED SURVEY RESPONSES

"They're personable, and they really took their time with me and didn't rush me. The small business seminars are also great and the newsletter is very informative."—Susan Y.

STERCK KULIK O'NEILL ACCOUNTING GROUP, INC.

(415) 433-4500

150 Post Street, Ste 200
San Francisco, CA 94108



WEBSITE

www.skocpa.com

EMAIL

info@skocpa.com

MANAGER

Charles R. Sterck, CPA
Geoffrey P. Kulik, CPA

SERVICES

Business Development Consulting
Audits
Tax Preparation
Business Roundtables
Retirement Planning
Estate Planning
QuickBooks Consulting
Traditional Public Accounting Services

HOURS

Mon – Fri: 8:30am – 5:30pm

EMPLOYEES

14

CERTIFICATION/TRAINING

Certified Public Accountant

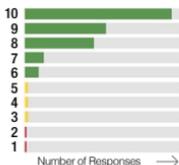
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/612



DIAMOND CERTIFIED RATINGS DASHBOARD based on 199 random customer surveys since February 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 Lic No. 4066, 71042
- ✓ Current Complaint File
- ✓ Business Practices

HANS ART AUTOMOTIVE

(415) 938-6943

3121 17th Street
San Francisco, CA 94110



Hans Art has been fixing cars for four-plus decades.

WEBSITE

www.hansartautomotive.com

MANAGER

Hans Art, Owner

SERVICES

Auto Maintenance & Repair

HOURS

Mon – Fri: 8am – 5:30pm

CREDIT CARDS

Discover, MasterCard, Visa

GUARANTEES

24 Months or 24K Miles,
Some Limitations Apply

BRANDS

Audi, BMW, Honda, Isuzu, Late Model American, Mercedes-Benz, Nissan, Saab, Subaru, Toyota

CERTIFICATION/TRAINING

AAA Approved Repair Shop
Clean and Green Certified,
San Francisco Department of
Public Health

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/188

Hans Art Automotive is a San Francisco-based repair and maintenance shop that works on most models of German, Swedish, Japanese, and American cars and trucks. The company offers a variety of preventative maintenance services and handles everything from tune-ups, brakes and tires to fuel injection, air conditioning and electrical systems.

Owner Hans Art began his career in 1970 as a one-man Volkswagen repair business and eventually expanded his services to include all types of cars. Mr. Art has assembled a highly trained team of technicians and customer-oriented service advisors who work hard to quickly and accurately repair clients' vehicles. "The experience and knowledge of our employees are important to our many long-term customers," he says. "Our office manager, Sophia, started in 1995, and each of our senior staff members has more than 20 years of industry experience."

Hans Art Automotive is a proponent of "transportation management"—rather than evaluating a single repair against its one-time cost, the company considers its value over the life of the car. "In doing so, we often discover that diligent maintenance is the most economical alternative," says Mr. Art. "We can save our customers thousands of dollars in transportation costs."

COMPANY PHILOSOPHY

"We emphasize the importance of clear communication with our clients, and we keep them informed throughout the repair process. We never use high-pressure tactics or recommend services that don't make good economic sense. Our customers want value and convenience when having their vehicles repaired, and that's exactly what we deliver."

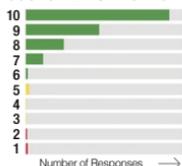
EXCERPTED SURVEY RESPONSES

"They're tops! They always have my car ready when promised, take care of the problems and explain their work."—Scott D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **423** random customer surveys since November 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. 63254
- ✓ Current Complaint File
- ✓ Business Practices

Faxon Garage provides a wide range of maintenance and repair services for most types of domestic and foreign vehicles at its San Francisco facility. The company handles heavy-duty jobs such as engine and transmission replacements, and it can also perform pre-purchase inspections on used cars.

President Walee Gon credits much of Faxon Garage's success to the personalized approach he and his technicians take to interacting with customers, which includes offering honest assessments of their vehicles and providing the best possible solutions for their needs. "It's very gratifying to help people make the right decisions for their cars," he says. "Whether it's related to vehicle enhancements or simple vehicle maintenance, we're here to help our customers any way we can."

Faxon Garage takes a comprehensive approach to quality control in every aspect of its work, from gathering preliminary information so each customer's concern is properly addressed to performing a thorough final testing/inspection on every car before it leaves the shop. "We utilize multistage checkpoints to ensure the accuracy of our work and provide detailed assessments of any additional findings," adds Mr. Gon.

COMPANY PHILOSOPHY

"Our goal is to offer the best possible services at affordable prices so our customers can get back on the road quickly and safely. We strive to establish a long-term relationship with every customer, and the best way to do that is to earn their trust by always being honest and putting their needs first."

EXCERPTED SURVEY RESPONSES

"They offer very good quality service and repairs. I am very happy with their work and my car runs well because they are so good."—Bing Y.

FAXON GARAGE

(415) 830-8930

545 Faxon Avenue
San Francisco, CA 94112

Serving All of San Francisco

FAXON GARAGE

WEBSITE

www.faxongarage.com

EMAIL

faxongarage@gmail.com

MANAGER

Walee Gon, President

SERVICES

- Factory-Scheduled Maintenance
- Engine Light Diagnostics
- Tires
- Alignments
- Suspension
- Repairs
- Domestic & Foreign

HOURS

Mon – Fri: 8:30am – 6pm
Sat – Sun Closed

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

2-Year/24,000-Mile Nationwide Warranty on Most Work

EMPLOYEES

5

CERTIFICATION/TRAINING

ASE Master Automobile Technician (Michael Leung)

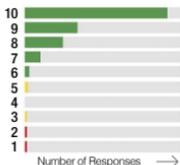
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1873



DIAMOND CERTIFIED RATINGS DASHBOARD based on **235** random customer surveys since June 2012

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 14055
- ✓ Current Complaint File
- ✓ Business Practices

AWNCO RETRACTABLES

(415) 754-3986

Serving San Francisco,
Marin, 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

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.

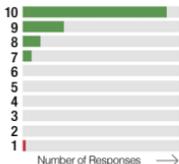
"They are on time and reliable, and they bend over backward for everybody."—Julie W.

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



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

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 886214
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Advanced Cleaning Systems Inc. cleans all types of carpet and upholstery for residential and commercial clients throughout the Bay Area. The company's comprehensive carpet cleaning services can be scheduled on a daily, weekly, bi-weekly and monthly basis, and it also has the capabilities to restore and clean floors.

Owner Jeff Yamaoka credits much of Advanced Cleaning Systems' success to his hands-on management style, which includes acting as the contact person for every cleaning job to ensure a smooth process. "I do everything from taking the customer's initial phone call to providing an in-person estimate," he explains. "That way, our customers feel like they have a personal relationship with the entire company."

Advanced Cleaning Systems utilizes a variety of state-of-the-art equipment and products to deep clean its customers' carpets, including a truck-mounted hot water extraction system and a hot water injection sprayer that helps release soil and greasy residues. "The equipment we use completely removes allergens and ensures clean, sanitized results," says Mr. Yamaoka. "We want every customer to know we've done everything in our power to provide the best possible service."

COMPANY PHILOSOPHY

"Our goal is to build long-lasting relationships with our clients based on trust and reliability—they know we'll always be available to answer their questions and provide them with high-quality cleaning services. We focus on efficiency and non-intrusiveness, so every job is completed with minimal disruption to the customer's daily routine."

EXCERPTED SURVEY RESPONSES

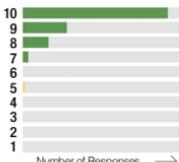
"They were very easy to work with, they responded to all of my emails very quickly and they got everything done."

—Dee C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **96** random customer surveys since October 2012

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

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

CARPET & UPHOLSTERY CLEANING

ADVANCED CLEANING SYSTEMS INC.

(415) 938-3420

Serving the San Francisco Bay Area



Owner Jeff Yamaoka and one of Advanced Cleaning Systems' fully stocked service vans

WEBSITE

www.advancedcleaningsf.com

EMAIL

jeffiyamaoka@gmail.com

MANAGER

Jeff Yamaoka, Owner

SERVICES

Carpet & Upholstery Cleaning
Floor Restoration & Cleaning
Residential & Commercial

HOURS

Mon – Fri: 9am – 5pm

EMPLOYEES

10

DIAMOND CERTIFIED COMPANY REPORT

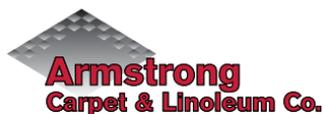
www.dccert.org/1918

ARMSTRONG CARPET & LINOLEUM CO.

(415) 754-3955

369 West Portal Avenue
San Francisco, CA 94127

Serving the San Francisco
Bay Area



WEBSITE

www.armstrongcarpet.com

EMAIL

floors@armstrongcarpet.com

MANAGER

Liam Caldwell, President

SERVICES

Floor & Window Coverings
Sales & Installation
Hardwood Refinishing

HOURS

Mon – Fri: 8am – 5pm
Sat: 10am – 3pm

CREDIT CARDS

MasterCard Visa

BRANDS

Mirage, Teragren Bamboo, Nourison,
Stanton, Dixie Home Carpet, Godfrey
Hurst, Anderson Tuffex, Unique

EMPLOYEES

9

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1443

Since 1946, Armstrong Carpet & Linoleum Co. has been providing and installing carpets; area rugs; and vinyl, laminate, linoleum, resilient tile, hardwood, bamboo, cork and specialty flooring for residential clients throughout the Bay Area. The family-owned and operated company’s San Francisco showroom carries products from several top manufacturers, including Marmoleum, Amtico, Mirage and Karastan, as well as a complete line of window treatments from Hunter Douglas.

President Liam Caldwell says Armstrong Carpet & Linoleum has flourished over the years because of its competitive pricing and dedication to superior craftsmanship and customer service. “As a small business, we’re able to offer a higher level of flexibility, and our customers have responded positively.”

Armstrong Carpet & Linoleum’s knowledgeable sales staff is trained to help customers with everything from product selection to custom designs and decorating, and its installation projects are handled by certified local craftsmen. “We have the capabilities to provide our clients with the right flooring products to fulfill their needs,” says Mr. Caldwell.

COMPANY PHILOSOPHY

“We truly care about our customers, and our goal is to ensure each one finds the perfect flooring to fit their lifestyle and budget. We believe a satisfied customer is a loyal customer, and our longevity is a testament to that conviction.”

EXCERPTED SURVEY RESPONSES

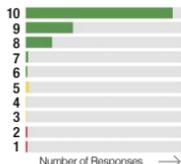
“Those guys are the best. They are professional, they do quality work and they do what they say they will do on time. I would happily use them again.”—M.H.C.

“They were very courteous. They provided me with samples and gave me all the time and attention that I needed. They advised me on what would work best.”—Alice K.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **300** random customer surveys since November 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. 218501
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Build SF, Inc. provides a wide range of design/build, new construction and remodeling services for residential clients throughout the San Francisco Bay Area. As a design/build firm, the company is well-positioned to handle every phase of its clients' projects, from the initial conception and design to the finishing touches. Build SF, Inc. employs a formal management approach, providing vital management services such as creating and maintaining production schedules, coordinating subcontractors, and meticulously clarifying design criteria.

CEO/President Simon Spark says Build SF, Inc.'s friendly, customer-oriented approach to building and remodeling has been a crucial aspect of its success. "We operate in an intentionally transparent way, which eliminates the mystery for our clients and enables them to feel more comfortable with the process. They really appreciate the high degree of personal attention we give to their projects."

Build SF, Inc.'s in-house design and pre-construction capabilities are a significant value-add. "We're interested in good design, but buildability first and foremost, so we always prioritize a certain amount of front-end designing and planning on each project," says Mr. Spark. "We utilize our expertise to make sure the work isn't over-designed and the budget remains manageable. This leads to high-quality results."

COMPANY PHILOSOPHY

"We're here to serve our clients, and we take great pride in the reputation we've developed for treating them and their properties with care and respect. By fostering a thoughtful, inclusive process and implementing rigorous construction management practices, we're able to consistently ensure each client's satisfaction."

EXCERPTED SURVEY RESPONSES

"They are honest and a good value."—Jonathan C.

BUILD SF, INC.
(415) 992-3027
 Serving the Bay Area



WEBSITE

www.buildsf.com

EMAIL

info@buildsf.com

MANAGER

Simon Spark, CEO/President

SERVICES

Residential Remodeling
 Design/Build
 Structural and Specialty Finish Concrete Construction and Site Management
 Historical Restorations

HOURS

Mon – Fri: 9am – 5pm

GUARANTEES

10-Year Warranty on Workmanship

EMPLOYEES

15

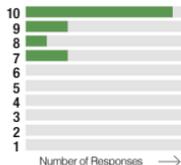
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2512



DIAMOND CERTIFIED RATINGS DASHBOARD based on **12** random customer surveys since January 2019

CUSTOMER SATISFACTION



↑ More Satisfied
 ↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 985410, 1049987
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CHRISTOPHER WELLS CONSTRUCTION, INC.

(415) 347-6907

Serving San Francisco and San Mateo County



Owner Christopher Wells

WEBSITE

www.christopherwellsconstruction.com

EMAIL

chris@christopherwellsconstruction.com

MANAGER

Christopher Wells, Owner

SERVICES

- Additions
- Remodels
- Bathrooms
- Decks
- Foundations
- Kitchens

HOURS

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

EMPLOYEES

8

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/278

Christopher Wells Construction, Inc. provides a variety of residential remodeling services for clients throughout San Francisco and San Mateo County. The company focuses on building room additions and remodeling kitchens, bathrooms, decks, foundations, and more.

Owner Christopher Wells has been involved in the construction industry since he was 14 years old. He began his career as a carpenter and spent many years as a home inspector, where he evaluated more than 3,000 structures and gained a thorough knowledge of Bay Area residential construction issues. Mr. Wells founded Christopher Wells Construction in 1984 after earning his general contractor’s license.

Christopher Wells Construction stresses communication through all phases of its projects. If clients have any questions or concerns, the company’s foreman is either onsite to immediately address them or is available by phone.

COMPANY PHILOSOPHY

“We take a simple approach to building and remodeling: Make sure the job is done right the first time, and be truthful about costs and upfront with every detail. We put a great emphasis on communication; our clients don’t have to worry about when their jobs will be finished because they already know the details.”

EXCERPTED SURVEY RESPONSES

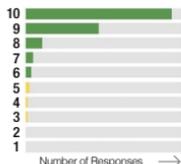
“They do exactly what they say they are going to do and let you know in advance before they do it. I had more than one person come in to the house and comment on how clean it was at the end of every day. It was incredible. I lucked out finding Christopher Wells.”—Hilary R.

“Many things impressed us. He kept his appointments. His crew was skilled and seemed happy. They were easy to work with.”—Tom W.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **140** random customer surveys since June 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. 442455
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Houseworks, Inc. is a San Francisco-based Design + Build remodeling company that serves residential homeowners in San Francisco. The company provides complete renovation services that include concept ideas, budget allocating, design and construction. Houseworks specializes in kitchen and bathroom remodeling, whole home renovations, and additions.

Houseworks was founded in 2005 by business executive Jeff Kann, who created his company to include the design and construction process under one company. "When design and construction are the responsibility of the same company, cost overruns and schedule delays can be significantly reduced, and a much greater chance of meeting the project requirements and expectations of the homeowner can be achieved," he says. "When you add in detailed planning, precise project management, clear communication and focused client care to this approach, an environment is created where great craftspeople do their best work and highest-in-class customer satisfaction can be achieved."

Mr. Kann says the company's experienced professionals are trained to listen to the needs of their clients and respond with creative solutions. He invites potential customers to visit his company's website, www.houseworksinc.com, to see a complete list of services and a portfolio of past work.

COMPANY PHILOSOPHY

"Build with pride. Build with precision. Build with passion. Build respectful, lasting relationships."

EXCERPTED SURVEY RESPONSES

"[I liked] their communication skills as well as their craftsmanship. They are very clear; before they do any work, they make sure they are on the same page as the customer."—Kate K.

CONTRACTOR – REMODELING & ADDITIONS

HOUSEWORKS, INC.

**GENERAL CONTRACTOR
(415) 868-5988**

1485 Bayshore Blvd #157
Suite 220
San Francisco, CA 94124
Serving San Francisco



WEBSITE
www.houseworksinc.com

EMAIL
customerservice@houseworksinc.com

MANAGER
Jeff Kann, Owner

SERVICES
General Contracting
Design+Build Remodeling
Whole House Renovation
Kitchen and Bathroom Remodeling
Additions and Decks

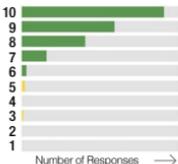
HOURS
Mon – Fri: 8am – 5pm

DIAMOND CERTIFIED COMPANY REPORT
www.dccert.org/813



DIAMOND CERTIFIED RATINGS DASHBOARD based on **215** 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. 858135
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

BALLA CONSTRUCTION & DESIGN

(415) 347-5953

Serving San Francisco,
Alameda, Contra Costa, Marin
and San Mateo Counties



A Balla Construction remodel in San Francisco's Pacific Heights neighborhood

WEBSITE

www.ballaconstructionanddesign.com

EMAIL

peter@balladesignbuild.com

MANAGER

Peter Balla, Owner

SERVICES

Remodeling & Additions, Including:
Architectural Design & Permit
Drawings
Kitchen & Bathroom Renovation
Story Addition & Historic Building
Restoration
Window & Door Replacement
Decking, Siding & Exterior Stairs

HOURS

Mon – Fri: 8am – 4:30pm

CERTIFICATION/TRAINING

Trex Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1578

Balla Construction & Design is a general contracting firm that offers residential remodeling and home improvement services to clients in San Francisco, Alameda, Contra Costa, Marin, and San Mateo Counties. The company focuses on structural work, seismic upgrades, additions and kitchen remodeling, with related plumbing, electrical and heating jobs. With its long-term partner, it manages architectural and engineering designs as well as the permitting process. It also replaces decks, windows, siding and more.

Owner Peter Balla has more than 30 years of design/build experience in the construction industry. He founded Balla Construction & Design to focus on European architectural design but expanded over the years to handle every phase of construction. Mr. Balla says his small but growing international team is comprised of experts with many decades of combined experience.

Balla Construction & Design is a Trex Certified company that performs Trex decking design and construction. The company recently adopted a new soil stabilization method for sand dune areas in San Francisco (Sunset District, Richmond District and Pacific Heights), which allows potential customers to lower their basement/garage levels and underdig their neighbors' foundations with no extreme amount of cement/water injections.

COMPANY PHILOSOPHY

“We pride ourselves on providing excellent service and quality craftsmanship for a moderate price. Our motto is, ‘We build on your satisfaction.’ Our main priority is to make our customers happy by keeping them informed and involved throughout the remodeling process.”

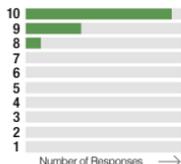
EXCERPTED SURVEY RESPONSES

“They’re very precise. They communicate well. They keep you in the loop and give really good advice. You get the feeling it is a real team effort.”—Lynn L.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **43** 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. 912469
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Ryan & Ryan Construction, Inc. is a full-service general contracting firm that serves residential and commercial clients throughout the Bay Area. The family-owned and operated company can handle renovation and construction projects of all sizes, from cosmetic kitchen and bathroom remodels to insurance-related construction work and complete structural overhauls. Its services include hardwood flooring and drywall installation, framing, finish carpentry and painting, demolition, and more.

Brothers Gary and Chad Ryan established Ryan & Ryan Construction to apply their passion for building to Bay Area construction projects. The Ryan brothers say their meticulous attention to detail and desire to always provide excellent workmanship have earned them a positive reputation among construction professionals and clients alike. “We hold daily meetings before and after work hours to address issues and make sure we’re offering the best quality possible,” says Chad Ryan.

Ryan & Ryan Construction’s in-house professionals include licensed estimators, a certified infrared thermography specialist and an EPA Lead-Safe Certified specialist. The company can also help customers create design blueprints and provide them with CAD drawings.

COMPANY PHILOSOPHY

“We stress client satisfaction throughout every phase of the construction process. We don’t wait until we’re finished to find out if a customer is happy; we seek feedback throughout each project to make sure we stay true to their vision and exceed their expectations.”

EXCERPTED SURVEY RESPONSES

“Their customer service and follow-up were excellent. They were very easy to work with. Everything was done right.”—Jeff Y.

CONTRACTOR – REMODELING & ADDITIONS

RYAN & RYAN CONSTRUCTION, INC.

(650) 588-0547

423 Littlefield Ave
South San Francisco, CA 94080



Gary Ryan (L) and Chad Ryan founded Ryan & Ryan Construction in 1985.

WEBSITE

www.ryan-ryanconstruction.com

EMAIL

Gary@ryan-ryanconstruction.com

MANAGER

Chad Ryan, President
Gary Ryan, CFO

SERVICES

Home and Commercial Construction
Demolition, Foundation Work
Concrete, Rough Framing
Drywall and Taping, Finish Carpentry
Hardwood Floor Installation
and Refinishing
Painting
Roof Installation and Repair
Building Restoration
Insurance-Related Construction Work
Fire and Water Damage Restoration

HOURS

Mon – Fri: 7:30am – 5:30pm

CERTIFICATION/TRAINING

EPA Lead-Safe Certified
Infrared Thermography Level 1 Certified
IICRC Certified

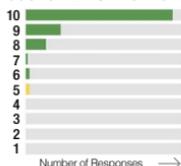
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1475



DIAMOND CERTIFIED RATINGS DASHBOARD based on **115** random customer surveys since December 2008

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 871758
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

SPRYSCAPES CONSTRUCTION, INC.

(415) 690-7980

Serving San Francisco,
Southern Marin and
Northern San Mateo Counties



Spryscapes Construction recently completed this project.

WEBSITE

www.spryscapes.com

EMAIL

greg@spryscapes.com

MANAGER

Greg Spry, President

SERVICES

Design and Build Interior, Exterior, and Code-Required Improvements:
Additions, Remodels, Custom Decks, Retaining Walls, Planting, Irrigation, Drainage, Hot Tub Installation, Water Damage and Dry Rot Repair

HOURS

Mon – Thu: 7am – 5pm

CREDIT CARDS

MasterCard Visa

CERTIFICATION/TRAINING

AS Degree Landscape Horticulture
ISA Certified Arborist

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1694

Spryscapes Construction, Inc. provides both general and landscape contracting services for residential clients in San Francisco, Southern Marin, and Northern San Mateo Counties. On the construction side, the company builds additions; remodels kitchens, bathrooms, home offices and other rooms; repairs dry rot and water damage; and more. Its landscaping capabilities include decks, retaining walls, patios, fences, fountains, irrigation and planting.

Greg Spry and Michael Galousin are the principals of Spryscapes Construction. Greg began his career in the arboriculture and landscaping industries more than 30 years ago. Michael is a construction industry veteran who has specialized in framing tract homes, upscale custom homes and commercial properties throughout his career.

Spryscapes Construction provides a written five-year warranty for all labor and various manufacturers' warranties for the materials it uses.

COMPANY PHILOSOPHY

"We understand that we're building for our clients, not ourselves, so we take the time to walk them through the design process and give them every opportunity to inject their personalities into their projects. We strive to exceed our customers' expectations, and we always follow up to make sure they're completely satisfied with our work."

EXCERPTED SURVEY RESPONSES

"They did a great job. They were very professional and honest."—Dave G.

"They are very knowledgeable, credible, efficient, and they did what they said they were going to do."—Pat R.

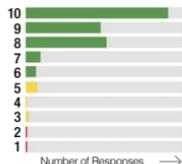
"I think they are down-to-earth guys who come up with great solutions."—Barbara A.

"They are very reliable and they stand behind their work."—Mike B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **233** random customer surveys since January 2011

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 776680
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

McGibbon Construction, Inc. designs and builds wood and composite decks for residential clients throughout San Francisco and Marin County. The company has the training and experience to work on all types of deck projects (including specialized styles like platform, hillside and cantilevered), and it's also qualified to offer general construction services like room additions and extensions, framing, and exterior waterproofing.

Owner Desi McGibbon says his passion for outdoor construction has directly contributed to McGibbon Construction's success. "Everyone who knows me knows how much I love the outdoors, and that really comes through in my work. I understand the creative side of building decks and know how to turn my clients' ideas into reality."

McGibbon Construction's wide-ranging construction expertise allows it to provide a high level of quality control on every project, which Mr. McGibbon says is important for achieving positive results. "For example, my contractors and I utilize our concrete and framing knowledge to inspect each phase of a deck installation and ensure everything is up to par. Some people are apprehensive about these types of construction projects, but once they see how knowledgeable we are, they immediately feel more comfortable."

COMPANY PHILOSOPHY

"We want to develop ongoing relationships with our clients, so we go above and beyond during their projects and make sure all our work is done correctly the first time. By maintaining a friendly, professional atmosphere, we're able to set the bar high and give every customer the best possible value."

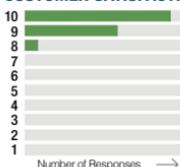
EXCERPTED SURVEY RESPONSES

"[They're] all wonderful workers and Desi is really competent. He's also efficient, friendly and kind."—Suzana S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **19** random customer surveys since September 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. 968064
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

MCGIBBON CONSTRUCTION, INC.

(415) 742-1938

Serving San Francisco and Marin County



Desi McGibbon, Owner

EMAIL

mcgibbonconstructioninc@gmail.com

MANAGER

Desi McGibbon, Owner

SERVICES

Decks & Railings
Home Framing & Additions
Foundations/Concrete
Home Exterior Siding/Waterproofing
General Construction

HOURS

Mon – Fri: 7:30am – 5:30pm

GUARANTEES

5- to 25-Year Warranties on Building Products

BRANDS

TimberTech, Mataverde, Fiberon, CableRail

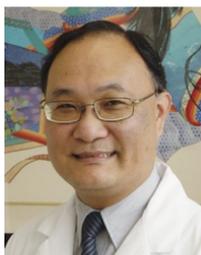
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2466

DR. CHEW'S DENTAL OFFICE – RICHMOND NEIGHBORHOOD FAMILY DENTAL

(415) 935-0983

3585 Balboa Street
San Francisco, CA 94121



Dr. Ka-Wing Chew, Owner

WEBSITE

www.chewfamilydental.com

EMAIL

chewfamilydental@gmail.com

MANAGER

Dr. Ka-Wing Chew, Owner

SERVICES

General, Cosmetic & Restorative
Dentistry
Braces
Dental Implants
Periodontal Treatments

HOURS

Tue, Wed, Fri: 9am – 6pm

CREDIT CARDS

MasterCard Visa

BRANDS

Fastbraces®

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2117

Dr. Chew's Dental Office - Richmond Neighborhood Family Dental provides a complete range of dental services.

In addition to routine cleanings and checkups, the practice offers restorative treatments such as bridges and dental implants, treats periodontal diseases and performs special periodontal cleanings, fits patients with traditional and clear braces, and more.

Dr. Ka-Wing Chew and his staff believe in taking a family-oriented approach to dental care. "In our opinion, there's only one way to treat patients, and that's as if they were family members," he says. "People strive to do the best for their families, and that's the same way we want to regard each of our patients."

Dr. Chew's Dental Office stays up-to-date with industry technology, utilizing advanced tools such as digital X-rays and intraoral cameras, as well as cutting-edge techniques like microdentistry and rotary endodontics. Dr. Chew says that even though his practice is technologically advanced, its primary concern is ensuring every patient has a positive experience. "We make our office a place where patients can feel relaxed and comfortable. The more comfortable they are, the happier they will be."

COMPANY PHILOSOPHY

"Our goal is to provide comprehensive, expert dental care for a reasonable price. With our time-tested experience, state-of-the-art facility and relaxing office environment, we're able to guarantee patient satisfaction on a continuous basis."

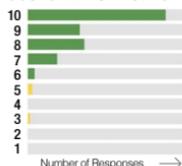
EXCERPTED SURVEY RESPONSES

"Dr. Chew is very thorough, whether it is a small job or a big job. He always spends a good amount of time with me. He makes me feel like he cares, which is very important."—Connie C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **128** random customer surveys since January 2014

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 33916
- ✓ Current Complaint File
- ✓ Business Practices

Miracle Cleaners has been serving the dry cleaning and laundry needs of San Francisco residents for 40 years. In addition to washing, drying, and folding all types of clothing and fabrics (including leather, gowns and wedding dresses), the company cleans rugs, quilts, draperies and many other household items. It also provides complete alteration services for men's and women's clothing.

Owner Stacy Huey says Miracle Cleaners' four decades of success are a direct result of its delicate approach to handling clothing and fabrics, its steadfast dedication to providing high-quality laundry and alteration services, and its desire to uphold its long-standing reputation for excellence. "We work hard to accommodate our customers' schedules, and we always treat their belongings like they're our own."

COMPANY PHILOSOPHY

"We have a very strong, personal commitment to customer satisfaction, and we never consider a cleaning job complete until the client is happy. The best thing about coming to work every day is seeing smiles on the faces of our customers and knowing we've done the best work we could possibly do."

EXCERPTED SURVEY RESPONSES

"I like the quick turnaround, good quality and friendliness, plus they do little extras."—Kevin K.

"We've been going there for 27 years. They're professional, they do great alterations and they're very involved in the community."
—Raymond & Katherine F.

"They have credibility with me and they aim to please. They always accommodate me and they do very good work."—Ruth H.

"We've been going there for 20 years. They have good service and good prices."—Renevic & Lili A.

MIRACLE CLEANERS

(415) 938-6939

1708 Ocean Avenue
San Francisco, CA 94112



Miracle Cleaners' Ocean Avenue storefront

MANAGER

Stacy Huey, Owner

SERVICES

- Alterations
- Dry Cleaning
- Folding
- Laundry
- Rugs/Drapes
- Wedding Dresses
- Gowns
- Leather

HOURS

Mon – Sat: 7:30am – 7pm
Sun: Closed

CREDIT CARDS

Amex, Discover, MasterCard, Visa

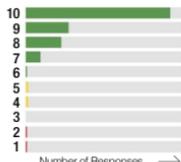
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/385



DIAMOND CERTIFIED RATINGS DASHBOARD based on **201** random customer surveys since January 2004

CUSTOMER SATISFACTION



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

CHASOV ELECTRICAL, VOICE & DATA

(415) 682-7582

Serving San Francisco
and Marin County



WEBSITE

www.chasov.com

EMAIL

michael@chasov.com

MANAGER

Michael Chasov, Owner

SERVICES

Electrical Upgrades for Residential
and Small Commercial Buildings

HOURS

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

EMPLOYEES

4

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1486

Chasov Electrical, Voice & Data provides a wide range of electrical services for residential and commercial clients throughout San Francisco. The company's work extends to service upgrades, electrical systems, lighting controls and LED lighting solutions, electric car chargers, and more. It also handles small jobs, performs service calls, and rewires Victorian-era houses by using cutting-edge technological and eco-conscious systems that can be seamlessly integrated in any style.

Owner Michael Chasov has many years of experience in the electrical contracting industry. He and his staff members immigrated to the United States from Russia, and most of them hold electrical engineering degrees. "Our extensive industry knowledge not only allows us to perform a variety of electrical tasks, but also to act as a guide for our clients, provide them with options and help them make the right choices for their properties," says Mr. Chasov.

COMPANY PHILOSOPHY

"Our primary focus is keeping our clients happy from the beginning of their projects to the end. We show up on time, give constant progress updates and honor our estimates. We want to gain customers for life, so if there's anything they're unhappy with, we'll make it right."

EXCERPTED SURVEY RESPONSES

"They are friendly and reliable. They have always done a good job for us."—K.B.I.

"They had very good communication skills. That was important to me, big time. They followed through right away. They did not overcharge me. They gave me a very fair price."—Andres C.

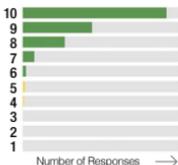
"They were punctual, knowledgeable, and they did very clean work."—R.C.C.

"They did what I requested, even though I wanted something unusual. They were great."—Alan Z.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **260** 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 License No. 785830
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

REFCORP

(415) 735-0935

Serving San Francisco



WEBSITE

www.refcorp.com

EMAIL

admin@refcorp.com

MANAGER

Rodney Fite, President

SERVICES

Replace Meter Panel, Electrical Panel Upgrade, Replace Knob and Tube Wiring, GFCI, 220 Volt Circuit, Plug and Switch Installation, Telecommunications Wiring, Data Cabling Installation, Smoke Detector Installation, Architectural Lighting Design and Installation, Warehouse Lighting, LED Lighting, Recessed Lighting Installation, Arc Fault Breaker Installation, House Rewire Experts

HOURS

Mon – Fri: 8:30am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

1-Year Warranty on All Work

EMPLOYEES

5

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2463

REFCorp is a full-service electrical company with more than 20 years of experience in providing superior craftsmanship throughout San Francisco. The company offers a wide variety of electrical services and can assist residential and commercial clients with nearly any problem. Its clients are homeowners, business owners, commercial property owners, property managers, school districts, realtors, home warranty companies, professional and retail establishments, HVAC contractors, commercial contractors, sign companies, and more. “We have the knowledge and expertise to handle everything from outlet installations to light fixture repairs to complete electrical rewiring for all types of projects,” says President Rodney Fite.

Mr. Fite says REFCorp’s detail-oriented approach to electrical work has allowed the company to develop a loyal clientele. “Our clients appreciate that we are consultative by nature, that we pay attention to detail and that we always find the best possible solution. We have the expertise to understand their needs and give them what they want, regardless of the extent of the work.”

REFCorp’s experience working on San Francisco’s unique homes creates a distinct advantage when it comes to troubleshooting vintage electrical systems and installing new lighting. “Some non-local electricians are surprised by how different things are here, but this is what we do every day, and that definitely gives us an advantage,” affirms Mr. Fite.

COMPANY PHILOSOPHY

“We form a unique relationship with our clients. They’re not merely transactions—we strive to build positive, long-term connections and ultimately provide every customer with exactly what they need at a price they can afford.”

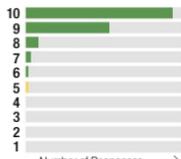
EXCERPTED SURVEY RESPONSES

“They are prompt, on time and good at what they do. They were a great help for me.”—Lyle R.



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

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



HELPFUL EXPERTISE®



COMPANY CREDENTIALS

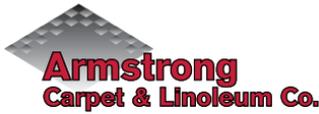
- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 875147
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ARMSTRONG CARPET & LINOLEUM CO.

(415) 754-3955

369 West Portal Avenue
San Francisco, CA 94127

Serving the San Francisco
Bay Area



WEBSITE

www.armstrongcarpet.com

EMAIL

floors@armstrongcarpet.com

MANAGER

Liam Caldwell, President

SERVICES

Floor & Window Coverings
Sales & Installation
Hardwood Refinishing

HOURS

Mon – Fri: 8am – 5pm
Sat: 10am – 3pm

CREDIT CARDS

MasterCard Visa

BRANDS

Mirage, Teragren Bamboo, Nourison,
Stanton, Dixie Home Carpet, Godfrey
Hurst, Anderson Tuffex, Unique

EMPLOYEES

9

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1443

Since 1946, Armstrong Carpet & Linoleum Co. has been providing and installing carpets; area rugs; and vinyl, laminate, linoleum, resilient tile, hardwood, bamboo, cork and specialty flooring for residential clients throughout the Bay Area. The family-owned and operated company’s San Francisco showroom carries products from several top manufacturers, including Marmoleum, Amtico, Mirage and Karastan, as well as a complete line of window treatments from Hunter Douglas.

President Liam Caldwell says Armstrong Carpet & Linoleum has flourished over the years because of its competitive pricing and dedication to superior craftsmanship and customer service. “As a small business, we’re able to offer a higher level of flexibility, and our customers have responded positively.”

Armstrong Carpet & Linoleum’s knowledgeable sales staff is trained to help customers with everything from product selection to custom designs and decorating, and its installation projects are handled by certified local craftsmen. “We have the capabilities to provide our clients with the right flooring products to fulfill their needs,” says Mr. Caldwell.

COMPANY PHILOSOPHY

“We truly care about our customers, and our goal is to ensure each one finds the perfect flooring to fit their lifestyle and budget. We believe a satisfied customer is a loyal customer, and our longevity is a testament to that conviction.”

EXCERPTED SURVEY RESPONSES

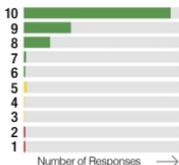
“Those guys are the best. They are professional, they do quality work and they do what they say they will do on time. I would happily use them again.”—M.H.C.

“They were very courteous. They provided me with samples and gave me all the time and attention that I needed. They advised me on what would work best.”—Alice K.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **300** random customer surveys since November 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. 218501
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Gaelic Construction provides a variety of general contracting services for residential and commercial clients throughout San Francisco. The company's primary focus is handling foundation, framing, and structural concrete work for new construction and remodeling projects, but it also builds exterior decks and fences; installs windows, doors and siding; and more.

Owner Jerimiah Deasy says Gaelic Construction's ability to solve the unique challenges that often arise during foundation work has been an important part of its success. "This type of work is complicated, so we get a real sense of satisfaction when we're able to utilize our knowledge and experience to provide high-quality results for our clients. Everyone who works here is passionate about taking on new challenges."

Gaelic Construction takes a comprehensive approach to quality control by providing every job with the hands-on expertise of Mr. Deasy himself. "I want my clients to know I care about their projects, so I'm on the jobsite every day to supervise work and answer any questions they have," he says. "Even when I'm not there, they know they can immediately reach me by phone or email, which makes them feel more comfortable with the entire process."

COMPANY PHILOSOPHY

"Customer satisfaction is very important to us, so we communicate clearly with our clients throughout every step of the construction process and keep them involved in their projects as much as possible. We want to develop long-term relationships with our clients, and consistently being present and available for them is a crucial part of that."

EXCERPTED SURVEY RESPONSES

"They kept me informed of everything. The job went very smoothly and they were very friendly. I was completely satisfied with them."—Kevin H.

EMAIL

gaelicconstructionsf@gmail.com

MANAGER

Jerimiah Deasy, Owner

SERVICES

Foundations
Structural Concrete
Exterior Decks
Siding
Fences
Window & Door Installations
Framing

HOURS

Mon – Fri: 8am – 5pm

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1958

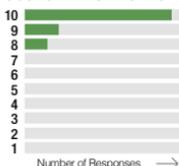


A recent project by Gaelic Construction



DIAMOND CERTIFIED RATINGS DASHBOARD based on **18** random customer surveys since January 2013

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY

100%

"Would you use this company again?"

RATINGS STATUS

We declare that Gaelic Construction has passed all of the rating steps and has earned the Diamond Certified award, Certificate No. 1958.

David Pak



COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ State License No. 856029
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

AMERICAN CLOVER CONSTRUCTION

(415) 347-6944

Serving the San Francisco Bay Area



A recent garage project by American Clover Construction

WEBSITE

www.americancloverconstruction.net

EMAIL

americancloversf@gmail.com

MANAGER

Noel Fox, Owner

SERVICES

- Foundations
- Seismic Upgrades
- Structural Framing
- Retaining Walls
- Garages
- Remodels & Additions
- Decks

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

MasterCard Visa

EMPLOYEES

6

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1908

American Clover Construction specializes in foundations, retaining walls, garages, decks and remodels; handles framing and dry rot repair work; and provides a variety of general contracting services for residential and commercial clients throughout the Greater Bay Area. In addition to its wide-ranging building and remodeling capabilities, the company offers interior and architectural design services, performs commercial tenant improvements, and much more.

Owner Noel Fox says American Clover Construction’s honest approach to interacting with clients has been an important part of its success. “We’re very precise with our communication—we clearly explain our process to each client and always try to limit their project costs without sacrificing quality. Our clients keep coming back because they know they’re going to receive good, honest work.”

American Clover Construction’s technicians have a broad range of expertise in all aspects of construction, which ultimately allows the company to handle every step of its clients’ projects from beginning to end. “We’ve had the same crew of technicians and subcontractors for many years, and they all know how to complete projects on time and on budget with the least amount of disruption to the properties,” says Mr. Fox. “We stand behind our work and ensure our clients are satisfied with their projects every step of the way.”

COMPANY PHILOSOPHY

“We approach each project with honesty and integrity, and we always keep an open line of communication with our clients so they understand exactly what we’re doing. Ultimately, we strive to utilize our expertise to give each client the best product for the best price.”

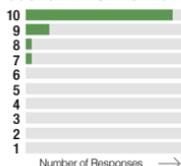
EXCERPTED SURVEY RESPONSES

“You can trust them.”—Gerson F.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 31 random customer surveys since September 2012

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 706753
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Duggan's Serra Mortuary in Daly City has consistently been one of the highest rated Diamond Certified companies year in and year out. Family satisfaction with its services and staff is exceptional. Duggan's is family-owned and operated, and its staff is focused on serving with kindness and compassion. The Duggan family has been serving families since 1885, when all funeral services in San Francisco were transported by horse and buggy. Today, the company is in its fourth and fifth generation of providing personal, family-oriented service for San Francisco Bay Area families and is celebrating more than 50 years at its Daly City location.

The multilingual (Tagalog, Spanish, Cantonese and Mandarin) staff of Duggan's Serra provides a variety of traditional and cremation funeral services for Bay Area families of all cultures and religious denominations. The company's Daly City facility features unlimited parking.

Duggan's features six large, private chapels with comfortable family rooms, flat-screen TVs and state-of-the-art sound systems for family tributes; three convenient indoor reception rooms; and three outdoor reception areas. The company's preplanning department is available to assist families in preplanning their funeral services "My Funeral, My Way[®]," and free personal planning guides are available.

COMPANY PHILOSOPHY

"We serve families with respect and dignity, and we strive to create meaningful services that ensure their last memories of their loved ones begin with compassion and peace. We're absolutely committed to upholding the highest standards of funeral service."

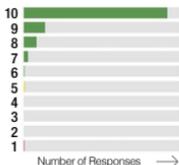
EXCERPTED SURVEY RESPONSES

"They treated us well and our wishes were respected. They really went out of their way for us."—Patricia M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **303** random customer surveys since November 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 Lic No. 1098, 985
- ✓ Current Complaint File
- ✓ Business Practices

DUGGAN'S SERRA MORTUARY

(650) 756-4500

500 Westlake Avenue, Daly City

SULLIVAN'S AND DUGGAN'S SERRA FUNERAL SERVICES

(415) 621-4567

6201 Geary Blvd, San Francisco



Duggan's Serra Mortuary provides celebrations of life and receptions.

WEBSITE

www.duggansserra.com

EMAIL

request1@duggansserra.com

MANAGER

Bill & Dan Duggan, Owners

SERVICES

Traditional & Cremation Services

Multilingual/Multicultural:

Cantonese, Mandarin, Spanish,
Tagalog

Unlimited Parking

HOURS

Every Day: 8am – 9pm

CREDIT CARDS

MasterCard Visa

BRANDS

Aurora, Batesville

EMPLOYEES

30+

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/332

AUTOMATIC GARAGE DOOR CORPORATION

(415) 754-3983

Serving the Greater San Francisco Bay Area



Mark Griffin is a veteran of the automatic door industry.

WEBSITE

www.automaticgaragedoorsf.com

MANAGER

Mark Griffin, President

SERVICES

Auto Garage Doors
Installation
Maintenance
Repairs

HOURS

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

GUARANTEES

1 Year on Parts & Labor
5 Years on Motors

EMPLOYEES

7

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/59

Automatic Garage Door Corporation repairs and installs residential garage doors and commercial rolling steel doors for clients throughout the Greater Bay Area. The company also sells a variety of LiftMaster openers and offers preventive maintenance services for all types of garage doors. All its models come with a one-year warranty on parts and labor and incorporate basic safety features to protect children, pets, and possessions.

President Mark Griffin has more than 40 years of experience in the automatic door industry. A longtime Bay Area resident, Mr. Griffin says his extensive knowledge of San Francisco and its surrounding communities allows him to understand the special needs of his customers. “My crew of professional installers has been with me for many years, and they exercise the same commitment to quality and meticulous care on every job.”

Automatic Garage Door Corporation’s San Francisco showroom displays many different brands and styles of garage doors, all of which can be customized with window panel and top section designs. To see extensive examples of the company’s past projects, Mr. Griffin invites potential customers to visit www.automaticgaragedoorsf.com.

COMPANY PHILOSOPHY

“Our work ethic is built on the basic principles of common courtesy: We show up on time, call if we’re going to be late, and keep our trucks and equipment clean and organized. We’re very meticulous with our installations, and customers can expect us to perform timely warranty work after their jobs are complete. If they experience any problems with their garage doors, we’ll be there to take care of them.”

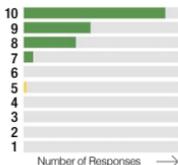
EXCERPTED SURVEY RESPONSES

“The people are just great. I think they’re a great company.”—Chris R.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **204** 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. 671116
- ✓ 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) 742-1924
(650) 924-1949

Serving the Greater Bay Area
and the Greater Sacramento
Area



WEBSITE

www.SFDoorPros.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

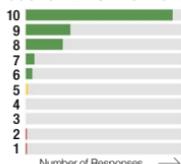
DIAMOND CERTIFIED COMPANY REPORT

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

PETER J. PANAGOTACOS, MD

(415) 742-1973

2001 Union Street, Suite 520
San Francisco, CA 94123



Dr. Peter J. Panagotacos is a hair restoration expert.

WEBSITE

www.HairDoc.com

EMAIL

hairdrp@gmail.com

MANAGER

Peter J. Panagotacos, MD

SERVICES

Follicular Unit Micrograft Hair Transplants
Prescription-Strength Rogaine®
Propecia®

HOURS

Mon – Fri: 9am – 5pm

CREDIT CARDS

Amex, MasterCard, Visa

BRANDS

Propecia®

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/248

Peter J. Panagotacos, MD provides surgical and medical hair restoration treatments for clients in San Francisco, including the newest ARTAS iX hair transplant robot (the first of its kind in San Francisco). In addition to performing follicular unit micrograft hair transplants, Dr. Panagotacos can prescribe numerous pharmaceutical treatments, including prescription-strength Rogaine® and Propecia®.

Dr. Panagotacos started performing hair restoration surgeries in 1969 and opened his own dermatology practice in 1974. Since then, he estimates he's performed more than 10,000 hair restoration surgeries. "Today's surgical and medical advancements have significantly changed the industry," he says. "I believe something can be done about hair loss for nearly everyone."

Dr. Panagotacos says his decades of experience have taught him to plan for future hair loss and consider how patients will look in several decades. Dr. Panagotacos is a well-known pioneer in pharmaceutical hair loss treatments—*The Wall Street Journal* has quoted him as an innovator in prescribing Finasteride and Retin-A. For more information on his services, he invites potential clients to visit www.HairDoc.com.

COMPANY PHILOSOPHY

"I aim to give my patients full heads of hair by combining my experience and aesthetic sense with the industry's latest techniques and medical advancements. I recommend realistic treatment plans designed to meet both my patients' needs and my personal standards for excellence."

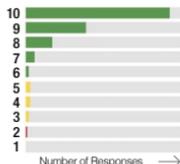
EXCERPTED SURVEY RESPONSES

"He is very clear about his trade and what he does. When you come in and ask questions, he makes you comfortable because he knows his business. He is very knowledgeable."—Sam M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 174 random customer surveys since April 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. C36061
- ✓ Current Complaint File
- ✓ Business Practices

National Blinds & Flooring Inc. supplies, installs, and refinishes hardwood and engineered wood flooring for residential and commercial clients throughout the Greater Bay Area. The company sells everything from hardwood flooring to carpeting at three showrooms in San Mateo, San Francisco and Novato, and it specializes in leading brands like DuChateau, Sheoga, Monarch Plank, IndusParquet, Somerset, and Shaw.

Owner Israel Yachdav says National Blinds & Flooring's ability to achieve high levels of customer satisfaction is a direct result of its client-oriented business approach. "When we consult with potential customers, we don't simply try to sell them something. Rather, we take the time to determine their specific needs, educate them about their options and help them find products that work best for their situations."

National Blinds & Flooring is also a full-service, Hunter Douglas Certified window covering dealer. The company specializes in motorized blinds, custom draperies and Roman shades, and it offers professional measuring, home automation, and custom drapery design services for the convenience of its customers.

COMPANY PHILOSOPHY

"Our top priority is to make our customers happy and foster long-term relationships with them. By providing high-quality flooring and window covering products and excellent service, we're able to do just that."

EXCERPTED SURVEY RESPONSES

"The whole process is very easy and the installations are professionally done. I liked the fact that the service person who did my sale also did my installation. You don't usually find that in a company. It's rare."—John C.

HARDWOOD FLOORS

NATIONAL BLINDS & FLOORING INC.

(415) 690-7945

778 Brannan St, San Francisco

(650) 918-7959

35 West 25th Ave, San Mateo

(415) 742-1969

33 Hamilton Dr, Suite A, Novato



WEBSITE

www.nationalblindsdesigns.com
www.nbfsc.com

EMAIL

nationalblinds@gmail.com

MANAGER

Mai Huynh, Director of Operations & Finance

SERVICES

Hardwood Flooring & Carpeting
Window Coverings
Motorization & Home Automation
Blind Cleaning & Repair
Custom Draperies & Solar Shades

HOURS

San Francisco

Mon – Fri: 9am – 6pm
Sat: 10:30am – 5pm

San Mateo

Mon – Fri: 10am – 5pm

Novato

Mon – Fri: 9am – 4pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

CERTIFICATION/TRAINING

Hunter Douglas Certified Window Covering Dealer

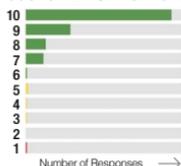
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2058



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. 829717
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

JUST HARDWOOD FLOORS

(415) 484-5469

Serving the South Bay,
East Bay and North Bay

Just Hardwood Floors
Always done right the first time

EMAIL

justhardwoodjs@gmail.com

MANAGER

John Stergion, Owner

SERVICES

Hardwood Floor Installation
Pre-Finished & Unfinished Floors
Luxury Vinyl Tile
Laminate Floors

HOURS

Mon – Fri: 7am – 7pm

GUARANTEES

1-Year Warranty on Workmanship
Manufacturers' Warranties on
Products

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2523

Just Hardwood Floors installs a variety of hardwood flooring products for residential clients in the South Bay, East Bay and North Bay. The company has the in-house capabilities to install everything from pre-finished products to luxury vinyl tile and laminate flooring, and it utilizes state-of-the-art sanding equipment to refinish existing floors and return them to their original condition.

Owner John Stergion says his customer-oriented approach to flooring work has been a key factor in Just Hardwood Floors' success. "I understand that I'm working inside people's homes, so I go out of my way to treat every client with respect, integrity and dignity"

Just Hardwood Floors emphasizes the importance of communication throughout the flooring process, which Mr. Stergion says is essential for establishing relationships with customers. "My clients know they can call me 24 hours a day and I'll be available to help, and that's very important to them. By mixing new technology with an old-school approach to customer service, I've found a process that really works."

Just Hardwood Floors is a family business—Mr. Stergion's son, Jason, has worked for the company for 18 years, and he's proud to carry on the tradition established by his father.

COMPANY PHILOSOPHY

"My goal on every project is to achieve total customer satisfaction, so I always make sure my work is done correctly the first time and do whatever it takes to exceed the client's expectations. At the end of the day, they're going to get 100 percent effort, an honest price and a result they can be pleased with for many years."

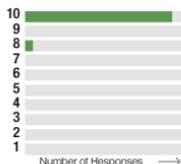
EXCERPTED SURVEY RESPONSES

"The quality of the work is superb. John and his son, Jason, were both easy to work with."—Bobby



DIAMOND CERTIFIED RATINGS DASHBOARD based on **20** random customer surveys since February 2019

CUSTOMER SATISFACTION



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. 1027559
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Schmitt Heating Company, Inc. has been installing and maintaining heating, ventilating and air conditioning (HVAC) systems in the Bay Area for more than 100 years. The family-owned and operated company serves both residential and commercial clients, handling everything from high-efficiency furnaces and air conditioners to electronic air cleaners and custom sheet metal.

Owner Greg Schmitt is a fifth-generation proprietor of Schmitt Heating Company—his great-great-grandfather, Jacob Schmitt, founded the company in 1876 in Colorado Springs. “The business moved to Oakland at the turn of the century,” says Mr. Schmitt. “My family concentrated on residential work throughout the Great Depression—in fact, some of our current long-term clients still remember my grandfather putting furnaces in their homes.”

Schmitt Heating Company prides itself on staying current on the HVAC industry’s latest technological and procedural advancements. The company installs high-efficiency furnaces and air conditioners designed to provide energy savings and ultimate indoor comfort.

COMPANY PHILOSOPHY

“Our goal has remained the same for more than a century—to make our customers happy by providing high-quality HVAC services and installations. We’ve stayed true to our ideals regarding old-fashioned customer service, but we’ve also incorporated modern technology to offer the best possible approach to HVAC work.”

EXCERPTED SURVEY RESPONSES

“They’re very reliable, they do what they say they’re going to do, they come when they say they’re going to come and they get the job done.”—Sherry M.

SCHMITT HEATING COMPANY, INC.

(415) 347-6918

Serving San Francisco and the Immediate Bay Area



WEBSITE

www.schmittheating.com

EMAIL

info@schmittheating.com

MANAGER

Greg Schmitt, Owner

SERVICES

A/C
Furnaces
Sheet Metal

HOURS

Mon – Fri: 7am – 4:30pm

CREDIT CARDS

MasterCard Visa

BRANDS

All Brands Installed and Serviced
Carrier Factory Authorized Dealer

EMPLOYEES

30

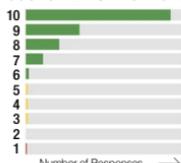
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/269



DIAMOND CERTIFIED RATINGS DASHBOARD based on **256** random customer surveys since June 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. 708941
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

INNOVATIVE MECHANICAL, INC.

(650) 583-8222

Serving San Francisco and the Peninsula



Innovative Mechanical's staff is dedicated to customer service.

WEBSITE

www.innovativemech.com

EMAIL

scunich@innovativemech.com

MANAGER

Kenneth J. Morando, President

SERVICES

Air Conditioning Service and Repairs
Heating Service and Repairs
Air Conditioning/Heating Installations
Sheet Metal
Ductwork
Air Filtration and Ventilation Systems

HOURS

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

CREDIT CARDS

MasterCard Visa

GUARANTEES

1-Year Warranty on Parts and Labor

CERTIFICATION/TRAINING

EPA Lead-Safe Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/461

Innovative Mechanical, Inc. provides residential and commercial heating and air conditioning (HVAC) services for clients throughout the San Francisco Peninsula. The company installs and repairs furnaces and air conditioning systems, installs air filtration and ventilation systems, fabricates and installs galvanized and copper sheet metal, and more.

President Kenneth Morando has more than 30 years' experience working in the HVAC industry. He founded Innovative Mechanical in 1984 to help Bay Area residents find the right home comfort systems to fit their needs and budgets. "More than 80 percent of our client base is comprised of repeat customers," says Mr. Morando. "Our biggest goal is to keep them happy."

Innovative Mechanical has adopted several Green business practices—it offers eco-friendly cleaning; "e-recycles" its high-tech products; and recycles paper, plastic, glass, aluminum, and construction and demolition debris. It's also a member of Bay Area organization Build it Green and employs Certified Green Building professionals.

COMPANY PHILOSOPHY

"We're dedicated to providing quality customer service, and we strive to build lifetime relationships with our customers while remaining a leader in the HVAC industry."

EXCERPTED SURVEY RESPONSES

"I liked the guy who came out and did the work. He was thorough and he explained everything to me."—Don B.

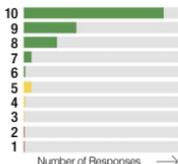
"They were easy to work with and they understood what we wanted. They had good ideas for our situation."—Diane I.

"They came on time, the price was good and the workmen were clean."—Maureen S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **319** random customer surveys since August 2004

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 468809
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ORTIZ HEATING AND AIR CONDITIONING

(650) 758-4900

Serving San Francisco and the Peninsula



Alex Ortiz is owner of Ortiz Heating and Air Conditioning.

Ortiz Heating and Air Conditioning sells, repairs, services and installs all types of heating, ventilating and air conditioning (HVAC) equipment for residential and commercial clients throughout San Francisco and the Peninsula. The family-owned and operated company also offers air duct cleaning services to customers with allergy and respiratory conditions. As an authorized Temperature Tough Dealer, it's recognized as one of Northern California's premier experts in Carrier products and installation methods.

Owner Alex Ortiz established Ortiz Heating and Air Conditioning in 1999 to provide friendly, high-quality HVAC services for Bay Area home and business owners. Mr. Ortiz says his technicians approach their jobs with the same drive and passion. "They recognize they're ambassadors for a company that takes pride in treating its customers with the highest levels of courtesy and respect."

Ortiz Heating and Air Conditioning thoroughly explains its clients' options before working on their HVAC systems, including the advantages and disadvantages of specific products and equipment. "We assess each job and discuss what needs to be done," says Mr. Ortiz, "whether it's installing a new, energy-efficient appliance or simply making an adjustment to an existing system."

COMPANY PHILOSOPHY

"We treat our customers' homes as if they were our own—we show up on time, work efficiently and leave sites clean when we leave. Each heating and air conditioning system is tailored to the needs of each individual client; we never try to sell them something they don't need."

EXCERPTED SURVEY RESPONSES

"I've never worked with a company that paid so much attention to cleanliness. I was very satisfied and recommend them highly."—Ron H.

WEBSITE

www.ortizheatingac.com

EMAIL

alex@ortizheatingac.com

MANAGER

Alex Ortiz, Owner

SERVICES

Air Conditioning Duct Cleaning
Heating Ventilation

HOURS

Mon – Fri: 8am – 5pm
Sat: Emergency Calls Only

CREDIT CARDS

MasterCard Visa

BRANDS

Carrier, Cozy, Lennox, Trane, Williams, Rheem, Bryant, Tempstar, Coleman, Goodman, Ruud, Payne, Day N Night

EMPLOYEES

5

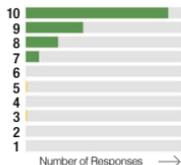
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/524



DIAMOND CERTIFIED RATINGS DASHBOARD based on **169** random customer surveys since November 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. 803346
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

AIR FLOW PROS

(415) 992-3038

Serving San Francisco and
the Peninsula, the South Bay,
and Marin CountyAir Flow Pros installs and services all
types of HVAC systems.

WEBSITE

www.afpheating.com

EMAIL

service@afpheating.com

MANAGER

Jose Sandoval, President

SERVICES

Heating
Air Conditioning
Ventilation

HOURS

24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa

BRANDS

Carrier, Trane

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1733

Air Flow Pros offers a wide range of heating, ventilating and air conditioning (HVAC) services to residential and commercial clients in San Francisco, the Peninsula, the South Bay, and Marin County. In addition to installing, maintaining and repairing all brands of HVAC systems (including 24/7 emergency service), the family-owned and operated company provides systems and components from major manufacturers such as Carrier and Trane.

For President Jose Sandoval, installing and repairing HVAC systems is a family tradition. "I come from a long line of HVAC technicians who pride themselves on providing top-quality, dependable services," he says. "My family has inspired me to use my knowledge, expertise and commitment to customer satisfaction to successfully launch Air Flow Pros."

Air Flow Pros emphasizes the importance of customer service in every aspect of its work. "What sets us apart from other companies is the way we work and follow up with our customers," says Mr. Sandoval. "We strive to really get to know them and understand their heating and air conditioning goals. Everything we do is truly about meeting our customers' needs and exceeding their expectations."

COMPANY PHILOSOPHY

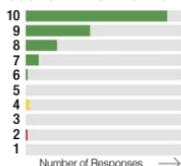
"Our goal is to earn our customers' loyalty and honor the relationships we build with them by being honest and straightforward with them. We want them to feel completely confident and rely on us to fulfill all their HVAC needs. We're dedicated to providing the best possible solutions for our customers' homes and businesses, and we proudly stand behind our motto: 'An HVAC company you can trust.'"

EXCERPTED SURVEY RESPONSES

"They did a good job at a good price. They were able to repair my existing unit quickly and it works great."—John S.

DIAMOND CERTIFIED RATINGS DASHBOARD based on **140** 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. 938916
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CALIFORNIA HEATING AND COOLING

(415) 886-2910

Serving San Francisco,
Contra Costa, Alameda
and Solano Counties



WEBSITE

www.californiahc.com

EMAIL

service@californiahc.com

MANAGER

Raul Galvez, Owner

SERVICES

Heating (Including Furnaces)
Heat Pumps
Mini Splits
Air Conditioning
Air Filtration
Duct Systems & Duct Cleaning

HOURS

Mon – Fri: 7am – 7pm
Sat: 9am – 5pm
Sun: By Appointment Only

GUARANTEES

10-Year Warranty on Parts
5-Year Labor Warranty
on New Equipment
1-Year Warranty on Repairs

CERTIFICATION/TRAINING

EPA Lead-Safe Renovator
HomeAdvisor Screened & Approved

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2442

California Heating and Cooling installs and services all types of heating and air conditioning systems for residential clients in San Francisco, Contra Costa, Alameda, and Solano Counties. The company also has the in-house capabilities to clean air ducts and perform other services that improve indoor air quality, and it offers preventative maintenance programs to homeowners who need ongoing help with their HVAC equipment.

Owner Raul Galvez says California Heating and Cooling's customer-oriented approach to HVAC work has been a key factor in its success. "We're very passionate about helping people reach the comfort levels they desire within their homes. We strive for excellence every day, and an important part of that is making sure we deliver nothing but excellent work that leaves our customers completely satisfied."

California Heating and Cooling prioritizes quality control throughout each phase of its work in order to consistently ensure customer satisfaction. "Our motto is, 'If it's not right, we'll make it right by any means,'" explains Mr. Galvez. "Our clients appreciate how dedicated we are to ensuring their comfort and tailoring their energy savings to fit their lifestyles."

COMPANY PHILOSOPHY

"We love our customers—we wouldn't exist without their support, so we focus on providing them with quick, reliable services that solve their issues. Ultimately, we want them to trust us to handle any HVAC needs they have, and by keeping lines of communication open and ensuring our work is above satisfactory, we're able to accomplish that goal."

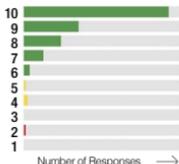
EXCERPTED SURVEY RESPONSES

"The technician who came out was very knowledgeable and answered all our questions concerning our heating unit."—Mr. P.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **138** random customer surveys since May 2017

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 890699
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

SPARKLING CLEAN AGENCY

(415) 967-3053

Serving San Francisco



Owner Vanessa Bossart

WEBSITE

www.sparklingcleanagency.com

EMAIL

contact@sparklingcleanagency.com

MANAGER

Vanessa Bossart, Owner

SERVICES

House Cleaning
Move-In & Move-Out Cleaning
Eco-Friendly Cleaning

HOURS

Mon – Fri: 8am – 6pm
Sat: 9am – 5pm
Sun: 9am – 2pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

BRANDS

Green Seal

EMPLOYEES

80

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2403

Sparkling Clean Agency provides a complete range of house cleaning services for residential clients throughout San Francisco. The company utilizes a variety of Green methods and products to effectively clean homes without the use of harsh chemicals, and its personalized cleaning programs are designed to fulfill customers' needs while remaining within their budgets.

Owner Vanessa Bossart says Sparkling Clean Agency's transparent business practices have allowed the company to build a strong base of repeat customers. "We're very honest with our clients about what we can and can't do, and they really appreciate that because it shows we have their best interests in mind. We make things clear at the beginning of the relationship in order to ensure a positive experience for everyone involved."

Sparkling Clean Agency's cleaners are required to pass rigorous background checks and cleaning exams before they work in customers' homes, which Ms. Bossart says is important for ensuring quality results. "We consider our cleaners our partners, so we do everything we can to set them up for success. They approach each job with a comprehensive knowledge of cleaning and exceptional customer service, which makes our clients feel more comfortable with the process."

COMPANY PHILOSOPHY

"We believe every home is a sanctuary for those who live in it, so whenever we clean a house, we treat it with the utmost respect. By listening closely to our clients' needs, we're able to deliver quality cleaning services that exceed their expectations."

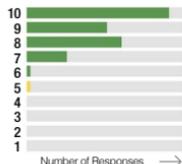
EXCERPTED SURVEY RESPONSES

"The house was very clean when they were done. They were punctual. They were great in every way."—Mary M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **100** random customer surveys since November 2016

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

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

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.

NO MORE DIRT, INC.

(415) 484-5907

Serving San Francisco, Marin, 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+

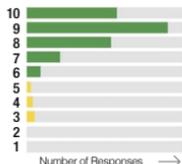
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1709



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

BARNUM BUILDING & DESIGN

(415) 347-6964

Serving San Francisco and the Surrounding Areas



Adam Barnum, Owner

WEBSITE

www.b2dsf.com

EMAIL

adam@b2dsf.com

MANAGER

Adam Barnum, Owner

SERVICES

Kitchen & Bathroom Remodeling
Additions & Renovations
Painting

HOURS

Mon – Fri: 9am – 5pm
Weekends: By Appointment

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

5

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2019

Barnum Building & Design remodels kitchens and bathrooms, builds room additions, renovates existing rooms, and provides other general contracting services for residential and commercial clients throughout San Francisco and the surrounding areas. As a full-service contractor, the company has the in-house capabilities to handle every step of its customers' construction projects, from the design stage to the finishing touches.

Owner Adam Barnum credits much of Barnum Building & Design's success to its comprehensive, detail-oriented approach to the remodeling process. "Having an eye for detail is important for narrowing in on the small aspects of a job, but it's also important for seeing the bigger picture," he says. "We give equal attention to every phase of every project, and our clients really appreciate that."

Barnum Building & Design also utilizes its C33 license to offer painting and interior decorating services, which eliminates the need for clients to hire more than one company to handle extensive remodeling and renovation jobs. "I actually started as a painting contractor in Martha's Vineyard, so I bring a lot of experience to the design aspects of our clients' projects," says Mr. Barnum. "From conception to completion, we can do it all."

COMPANY PHILOSOPHY

"We love interacting with our clients and utilizing our expertise to make their remodeling dreams come true. By getting to know them and listening closely to their ideas, we're able to deliver exactly what they want—and sometimes even more."

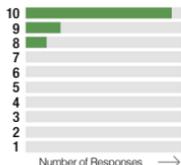
EXCERPTED SURVEY RESPONSES

"You can rely on them to be there in the end, and they do what they promise. They have great follow-through. At the end of the project when little things need to be fixed, they come back and make it right."—Kevin B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 29 random customer surveys since May 2013

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

RATINGS STATUS

We declare that Barnum Building & Design has passed all of the rating steps and has earned the Diamond Certified award, Certificate No. 2019.

David Pak

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 919931
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Strong Builders Construction, Inc. provides a wide range of general construction services for residential and commercial clients throughout San Francisco. In addition to building room additions and remodeling kitchens and bathrooms, the company installs decks and countertops, offers apartment renovation services, and handles foundation and concrete work.

Owner Radu Binzari has more than 20 years of construction experience, including 12 years working in Europe. Upon arriving in the United States in the early 2000s, Mr. Binzari saw the need for old-world values and techniques in the Bay Area's construction industry. "Our approach to construction is simple," he says. "We stake our reputation on the quality of our work, so we always make sure each project is completed to the best of our ability."

Strong Builders Construction works closely with its clients to realize their unique construction needs. "From design to completion, we implement top-level design, distinguished project management skills and excellent craftsmanship," says Mr. Binzari. The company also implements Green building practices and uses environmentally-friendly materials whenever possible.

COMPANY PHILOSOPHY

"We approach every project with our motto in mind: 'Quality is our reputation.' Our strong referral rate is verification of our commitment to customer satisfaction, and our highly trained, professional team brings that commitment to every detail of our clients' building projects."

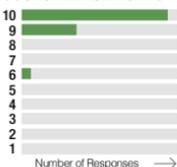
EXCERPTED SURVEY RESPONSES

"They're very honest people, they have good prices and they're always on time. They're pretty clean and neat. They do their job very well and fast. They're good guys. Their quality is very good."—Alex C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **23** random customer surveys since December 2009

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

RATINGS STATUS

We declare that Strong Builders Construction, Inc. has passed all of the rating steps and has earned the Diamond Certified award, Certificate No. 1605.

David Pak



COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 942158
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

KITCHEN & BATH CONTRACTOR

STRONG BUILDERS CONSTRUCTION, INC.

(415) 504-7877

Serving San Francisco



A recent interior remodeling project by Strong Builders Construction

EMAIL

office@strongbuildersinc.com

MANAGER

Radu Binzari, Owner

SERVICES

- General Construction Services
- Apartment Renovation Services
- Foundations & Concrete
- Remodels & Additions
- Kitchens & Bathrooms
- Countertops
- Decks
- Residential & Commercial

HOURS

Mon – Fri: 8:30am – 5pm

GUARANTEES

30-Year Warranty for Commercial Work

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1605

ARTISANS LANDSCAPE

(415) 594-9090

Serving the Bay Area



One of Artisans Landscape's backyard renovation projects

WEBSITE

www.artisanslandscape.com

EMAIL

elliott@artisanslandscape.com

MANAGER

Elliot Goliger, Owner

SERVICES

- Design/Build
- Landscape/General Contractor
- Carpentry/Decks and Fences
- Masonry and Stonework
- Maintenance Gardening
- Irrigation/Drip and Sprinklers
- Wooden Hot Tubs
- Drainage
- LED Lighting Systems
- Water Rationing
- Water-Wise Planting

HOURS

Mon – Fri: 7am – 4pm

GUARANTEES

Workmanship Guaranteed

BRANDS

Roberts Hot Tubs
Hunter/FX Luminaire

CERTIFICATION/TRAINING

ISA Certified Arborist

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/264

Artisans Landscape designs, builds and cultivates gardens for residential clients throughout the Bay Area. The company takes a comprehensive, full-service approach to landscaping. Artisans Landscape installs elegant garden plantings, redwood and Ipe decks, fences, patios, masonry, retaining walls, automated lighting and irrigation systems, cedar and teak hot tubs; provides arborist services and tree hazard risk assessment; and performs garden maintenance and general repairs and upgrades.

Owner Elliot Goliger has been involved in the landscaping industry since 1987. He takes pride in utilizing suitable materials and current technology to create inspired solutions that are both durable and low-maintenance. Mr. Goliger focuses on creating attractive and enjoyable gardens that maximize each customer's exterior space.

Artisans Landscape concentrates on the functional requirements of each garden and accentuates its attributes with artful design and the use of regionally appropriate, water-wise sensible plants sourced from the Bay Area's best nurseries.

COMPANY PHILOSOPHY

"We want our garden designs to provide the appeal, comfort and fascination that nature provides us. We strive to offer a careful and attentive service to clients who seek the best possible results."

EXCERPTED SURVEY RESPONSES

"I like that Elliot did what he said he would do and knew how to do what was needed. He did the work efficiently and well."—Patrick W.

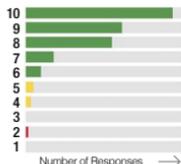
"They are clean and dependable. I can trust them. They work with me."—Sandy A.

"They were easy to work with. They didn't try to impose their ideas on me, but rather took my ideas and improved on them."—Bob F.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **153** 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. 738074
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Crown Hardware & Lock provides a wide range of locksmith services for residential and commercial clients throughout San Francisco. The family-owned and operated company utilizes six fully stocked vans and a dedicated dispatch office to offer 24-hour response for all types of security issues (including automotive-related). Its San Francisco facility also sells safes, mailboxes and hardware from top manufacturers such as Schlage, Von Duprin, Baldwin, Medeco, and LCN.

Owners Greg and Joe Schoepp have more than 40 years of combined experience as locksmiths, and they've been around the hardware business their whole lives. The Schoepp brothers say their industry knowledge makes them uniquely qualified to help clients with any lock or security-related problems they may have. "We're the store people are directed to when they need a complex issue solved or are trying to locate rare parts," says Joe Schoepp.

In addition to its general locksmith capabilities, Crown Hardware & Lock installs and repairs high security key systems, access control systems, phone entry systems and intercoms, and closed-circuit TV/surveillance systems. The company guarantees its installations for 90 days and provides manufacturers' warranties for all its hardware products.

COMPANY PHILOSOPHY

"Security is our business, but providing customers with outstanding service and peace of mind is our goal. We treat every customer like family—we're on the job from the first phone call until the project is finished, and we're always available to answer questions. We strive to deliver professional, knowledgeable, courteous service on every job, no matter the size."

EXCERPTED SURVEY RESPONSES

"They're very prompt and courteous. They weren't extravagant in price either."—Rex C.

LOCKSMITH

CROWN HARDWARE & LOCK

(415) 669-4959

3615 Balboa Street
San Francisco, CA 94121



EMAIL

crownlock@gmail.com

MANAGER

Greg and Joe Schoepp, Owners

SERVICES

Sales, Installation & Repair
High Security Key Systems
Access Control
Phone Entry Systems & Intercoms
CCTV/Surveillance Systems
Safes: Sales, Installation & Repair
Home, Business, Automotive
Automatic Garage Door
USPS Approved Mailboxes

HOURS

Mon – Fri: 9am – 5:30pm
24-Hour Emergency Service

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

90 Days on Labor
Manufacturers' Warranties

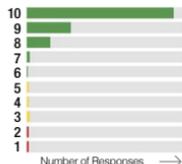
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/696



DIAMOND CERTIFIED RATINGS DASHBOARD based on **234** 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 Lic No. 717221, 1601
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

PEDRO'S MOVING SERVICES, INC.

(415) 890-2173

903 Palou Street
San Francisco, CA 94124

(310) 734-1932

11461 Hart Street
North Hollywood, CA 91605



WEBSITE

www.pedrosmovingservices.com

EMAIL

pedromoves999@gmail.com

MANAGER

Pedro Hermosillo, Owner

SERVICES

Residential & Commercial Moving
Packing & Unpacking
Home & Office Organization
Hauling
Trash Removal
Furniture Disposal

HOURS

Mon – Sun: 8am – 8pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

12

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2009

Pedro's Moving Services, Inc. handles all types of residential and commercial moving projects for clients throughout California. The company takes a full-service approach to the moving process that includes everything from packing and unpacking to home and office organization, and it also has the capabilities to offer hauling services like trash removal and furniture disposal.

Owner Pedro Hermosillo says one of the keys to Pedro's Moving Services' success is its ability to keep its prices down without sacrificing the quality of its work. "Our proficient staff and state-of-the-art equipment allow us to work quickly, which saves our customers money, but that doesn't mean we cut corners. We know what it takes to get the job done right without overcharging or including hidden fees."

Pedro's Moving Services keeps its trucks fully stocked with a variety of tools that allow its movers to quickly handle complications that sometimes arise during the moving process. "Our trucks are equipped with cordless drills, extra batteries, drill bits—whatever it takes to get the job done," says Mr. Hermosillo. "We have all the necessary tools to take apart furniture and put it back together with no problems."

COMPANY PHILOSOPHY

"We promote quality, honesty and fairness in everything we do. Our customers are very important to us, so we treat them like family and make sure they're completely happy with every aspect of their moving projects. Ultimately, our goal is to complete each move as quickly, safely and efficiently as possible."

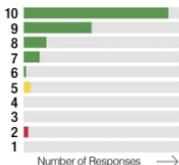
EXCERPTED SURVEY RESPONSES

"They work very hard and do good quality work. They're very flexible and on time. When we had extra stuff, he even called two other guys to make sure the job got done."—Jones C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **117** random customer surveys since April 2013

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. MTR-0190979
- ✓ Current Complaint File
- ✓ Business Practices

Robb & Messer Moving and Storage provides a complete range of moving services for residential and commercial clients throughout Northern and Southern California. As a North American Van Lines agent, the company has the capabilities to handle all types of local, intrastate, interstate and international moving projects (including corporate offices), and it also offers storage services.

Co-owner David Robb says much of Robb & Messer Moving and Storage's success comes from its desire to make moving as stress-free as possible for its clients. "When Kyle [Messer, co-owner] and I started this company, we felt we could make drastic improvements to the industry standards for customer satisfaction, and that's what we strive to do on every job. Each project brings different challenges, but one thing that never changes is our emphasis on simplifying the process for our clients."

Robb & Messer Moving and Storage prioritizes communication in all aspects of its work, which Mr. Robb says is the key to monitoring quality control. "We are always talking to each other about the best ways to achieve certain results and stay attentive to our customers' needs. By keeping open lines of communication, we can immediately solve issues and make sure everything goes smoothly."

COMPANY PHILOSOPHY

"Our goal is to be every customer's mover for life, so we do whatever it takes to make sure they have a positive experience. We take pride in our attention to detail, punctuality and communication, all of which are crucial for ensuring a successful move."

EXCERPTED SURVEY RESPONSES

"I would highly recommend them because they are professional. They worked well under the circumstances. They also showed up on time."

—Marissa G.

MOVER

ROBB & MESSER MOVING AND STORAGE

(415) 938-6967

Serving Northern and
Southern California



David Robb, Co-owner

WEBSITE

www.robbsmessaging.com

EMAIL

moving@robbsmessaging.com

MANAGER

David Robb and Kyle Messer, Owners

SERVICES

Local, Intrastate, Interstate
and International Moving
Corporate Office Moving
Short- and Long-Term Storage

HOURS

Mon – Sun: 8am – 6pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

25-35

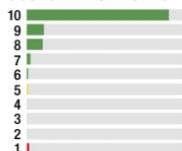
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2438



DIAMOND CERTIFIED RATINGS DASHBOARD based on **150** random customer surveys since March 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 Lic No. MTR-0191305
- ✓ Current Complaint File
- ✓ Business Practices

MOVER

MOVING FORWARD

(415) 754-3925

Serving California



Luis Aviles, Owner

WEBSITE

www.movingforwardsf.com

EMAIL

hello@movingforwardsf.com

MANAGER

Luis Aviles, Owner

SERVICES

Residential, Commercial & Office Moving
Packing

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

4

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2457

Moving Forward provides a complete range of moving services for residential, commercial and office clients throughout California. The company has the training and equipment to handle moving projects of every size, and it also offers packing services for the convenience of its customers.

Owner Luis Aviles performs all of Moving Forward’s in-person estimates himself, and he credits much of his company’s success to its “customer first” approach to the moving process. “We want each client to have a great experience, from the initial phone call until the end of their job,” he affirms. “We’re fully committed to providing our customers with trustworthy professionals who help alleviate the stress of moving.”

Moving Forward’s staff of experienced movers are trained to utilize industry-best techniques and practices, which Mr. Aviles says is important for achieving consistently positive results. “Our goal is to ensure every move goes smoothly, so we take the utmost care when packing and moving our clients’ belongings. By paying attention to their needs, we’re able to develop and maintain long-lasting relationships with them.”

COMPANY PHILOSOPHY

“We understand that moving can be stressful, so we approach each job with understanding and make the process as easy as possible for our clients. We take pride in our work and truly want to make a difference in the moving industry, and the best way to do that is to go above and beyond for every customer.”

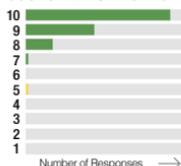
EXCERPTED SURVEY RESPONSES

“They were fast and efficient. I didn’t have anything damaged whatsoever, which was especially important moving into a downtown, high-rise building. They were able to complete the job in three hours when I was quoted four.”—Merrie W.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 100 random customer surveys since August 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 Lic No. MTR-0191006
- ✓ Current Complaint File
- ✓ Business Practices

Larro's Moving Services provides a complete range of residential and commercial moving services for clients throughout the Bay Area.

The company has the training and equipment to handle every step of its customers' local and long-distance moves (including junk removal and furniture assembly/reassembly), and its flexible scheduling capabilities give clients a variety of options when it comes to booking their projects.

Owner Ricardo Larromana says Larro's Moving Services' friendly, professional approach to moving has been a key factor in its success. "Our customers often remark about how friendly, fast and reliable we are. We're there to help them in any way we can. We'll do what it takes to customize their job and work with them so they can love the moving process."

Larro's Moving Services prioritizes quality control during every phase of the moving process, which Mr. Larromana says is important for ensuring positive results. "Everyone who works here is trained in industry-best moving procedures, and I personally visit each job to make sure everything is being done correctly. We never do things halfway—when we take on a project, we do it right from start to finish."

COMPANY PHILOSOPHY

"We believe that happy customers bring in new customers, so we always go out of our way to ensure each client is 100 percent satisfied with our work. If we can do something extra to help someone out of a tough situation, we're happy to do it."

EXCERPTED SURVEY RESPONSES

"They're very good at what they do. They were fast, efficient, punctual, and they moved my stuff successfully."—Allen K.

"They worked hard and did a good job."—Daniel Z.

MOVER

LARRO'S MOVING SERVICES

(415) 858-1618

Serving the Bay Area



Larro's Moving Services' employees take a friendly, professional approach to moving.

WEBSITE

larromoving.com

EMAIL

larromovingervices@gmail.com

MANAGER

Ricardo Larromana, Owner

SERVICES

Residential & Commercial Moving
Junk Removal
Assembly & Reassembly

HOURS

Mon – Sat: 8am – 7pm
Sun: 10am – 2pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

7

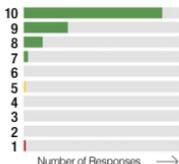
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2469



DIAMOND CERTIFIED RATINGS DASHBOARD based on **100** random customer surveys since October 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 Lic No. MTR-0191607
- ✓ Current Complaint File
- ✓ Business Practices

METRO PAINTING CO.

(415) 347-6998

Serving All of San Francisco,
Alameda and Contra Costa
Counties



Metro Painting Co.



Terry Kim is owner of
Metro Painting Co.

EMAIL

jeff.metropainting@gmail.com

MANAGER

Terry Kim, Owner

SERVICES

Interior & Exterior Painting
Commercial & HOA Painting Projects
Pressure Washing
Dry Rot/Stucco/Drywall/Trims/Door
Repair

HOURS

Mon – Fri: 8am – 5pm
Estimates Available Weekends
and Evenings: By Appointment

CREDIT CARDS

MasterCard Visa

BRANDS

Kelly-Moore Sherwin-Williams
Dunn-Edwards Benjamin Moore

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/178

Metro Painting Co. is a full-service painting contractor that serves residential, commercial and industrial clients throughout the Bay Area. The company handles interior and exterior painting projects of all types, including those designated by property managers and homeowners' associations. It takes pride in only using quality paints from top manufacturers such as Kelly-Moore, Dunn-Edwards and Sherwin-Williams.

Metro Painting provides a Quality Assurance Checklist for every painting project that guarantees a variety of services, including pressure washing, caulking, patching and sealing, preparing surfaces, masking, priming, covering areas with drop cloths, protecting plants and foliage, and applying finish coats with state-of-the-art equipment and technology. Owner Terry Kim says the company has earned an excellent reputation for satisfying customers through its commitment to employing highly trained, friendly painters and using top-quality materials.

COMPANY PHILOSOPHY

“Our experienced estimators, project managers, craftsmen and office staff ensure our clients receive high-quality workmanship in a timely, professional manner. We care about protecting and beautifying their properties, so we use only the best materials from leading manufacturers. No matter how large or small the project, we aim to do the job right every time.”

EXCERPTED SURVEY RESPONSES

“Excellent—they were very thorough and they cleaned up well.”—Carissa M.

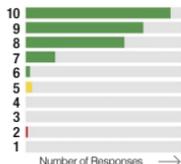
“Metro Painting had excellent pricing and great customer service.”—Rick W.

“They were very reliable, and they listened to what I had to say and did what I wanted.”—John V.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **192** random customer surveys since October 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. 811371
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Tara Pro Painting, Inc. provides a variety of interior and exterior painting services for residential and commercial clients throughout San Francisco and its surrounding areas. In addition to its painting capabilities, the company handles wood restorations, waterproofing, deck power washing and refinishing, dry rot and water damage repair, sheet metal replacement, and more. It also offers color consultation services to homeowners who want to add value and curb appeal to their properties.

Owner Brian Layden spent more than two decades gaining hands-on painting experience in his native Ireland before moving to San Francisco and establishing Tara Pro Painting. Mr. Layden says the key to his company's success is its extensive preparation and priming methods. "For a long-lasting paint job, preparation is absolutely crucial. Our workmen are skilled professionals who know how to prepare and prime any surface in a timely manner."

COMPANY PHILOSOPHY

"We pay attention to details throughout every phase of every project, from preparing the surface to applying the finish coat. We never compromise on quality, and we listen to what our customers say and immediately take care of any problems. Our ultimate goal is to provide quality, enduring painting services at great values."

EXCERPTED SURVEY RESPONSES

"They did more preparation work than I expected, and the whole experience was very nice."—Noni R.

"I'm a contractor and I use them all the time. They do a good job and their prices are pretty low."—Paul S.

"They were efficient, hardworking, and they protected our privacy. It was wonderful."—Don K.

TARA PRO PAINTING, INC.

(415) 822-2011

Serving San Francisco and the Surrounding Areas



WEBSITE

www.tarapropainting.com

EMAIL

brian@tarapropainting.com

MANAGER

Brian Layden, Owner

SERVICES

Exterior & Interior Painting, Sheetrock Repair, Water Damage Repair, Waterproofing, Wood Restoration, Victorian Restoration, Dry Rot Repairs, Window Replacement, Sheet Metal Replacement, Light Carpentry Work, Deck Power Washing & Refinishing

HOURS

Mon – Fri: 8am – 4pm

BRANDS

Pratt & Lambert, Sherwin-Williams, Kelly-Moore, Penofin

EMPLOYEES

10

CERTIFICATION/TRAINING

EPA Lead-Safe Certified

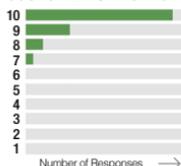
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/811



DIAMOND CERTIFIED RATINGS DASHBOARD based on **88** 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. 804649
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CLASSIC SHADES PAINTING CO.

(415) 529-6958

Serving the Bay Area



WEBSITE

www.classicshades.com

EMAIL

paint@classicshades.com

MANAGER

Yefim Skomorovsky, Owner

SERVICES

Exterior & Interior Painting
Residential & Commercial
Wood Restoration
Waterproofing & Elastomeric Coatings
Power Washing
Deck Refinishing
Color Consultations & Schematics

HOURS

Mon – Fri: 8am – 4:30pm

GUARANTEES

3-Year Warranty on Workmanship

BRANDS

Benjamin Moore, Kelly-Moore, ICI

CERTIFICATION/TRAINING

EPA Lead-Safe Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1981

Classic Shades Painting Co. provides a complete range of interior and exterior painting services for residential and commercial clients throughout the Bay Area. The company's full-service capabilities allow it to handle every step of its clients' projects, from offering color consultations and meticulously preparing surfaces before they're painted to applying a wide variety of finishes and coatings.

Owner Yefim Skomorovsky credits much of Classic Shades Painting's success to its experienced crew of journeyman-level painters, all of whom undergo continuous training and education to stay updated on the industry's latest products and procedures. "Our painters have the technical skills to provide high-quality paint jobs that last," he says.

Classic Shades Painting is known for its comprehensive approach to quality control, which includes regular mid-job inspections by the company owner. Customer feedback on jobs in progress is actively sought and acted upon as necessary. Post-project customer surveys are used to gain valuable feedback.

COMPANY PHILOSOPHY

"We take a personalized approach to every project and make sure the client is happy not just with the final result, but with the process as well. Our goal is to exceed our customers' expectations. This approach makes them want to come back and recommend us to others. We stand by our company slogan: 'Great looking, long-lasting paint job. Guaranteed!'"

EXCERPTED SURVEY RESPONSES

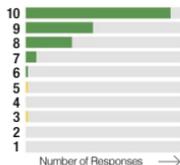
"They did an excellent job and I really trusted them. They were on time and I had no complaints."—Beatrice B.

"They are very professional and the work is high-quality."—Owen R.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **131** random customer surveys since February 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. 582929
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Michael Sack Painting, Inc. provides a wide range of interior and exterior painting services for residential and commercial clients in San Francisco, San Mateo, Santa Clara, and Alameda Counties. The EPA Lead-Safe Certified company specializes in large residential homes, apartment complexes, high-rise buildings, large commercial projects and properties owned by high-profile celebrities. Its experienced painters utilize a variety of application methods to paint all types of surfaces, and they're also qualified to restore decks, perform lead encapsulation work, waterproof exterior surfaces, and more.

Owner Michael Sack says his favorite part of the painting business is seeing how happy his customers are with their finished products. "Everyone who works here shares a passion for customer satisfaction. It makes us feel great when people see their newly painted homes or businesses and tell us they love what we've done."

Michael Sack Painting is known for using top-quality materials and products on every job. "Some painters use low-grade materials so they can reduce their operating costs, but we only use professional-grade materials made by the best manufacturers in the industry," says Mr. Sack. "From the patching compound and caulking to the actual paint, everything we use is high-quality and made to last."

COMPANY PHILOSOPHY

"Our goal is to remain honest in everything we do, from the way we conduct our consultations to the way we follow up after a job is complete. We combine prompt service, affordable rates and skilled employees to ensure high-quality painting results that leave our customers completely satisfied."

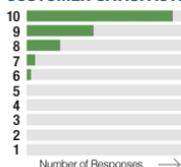
EXCERPTED SURVEY RESPONSES

"They were very detail-oriented and realistic in the cost. They also stuck to the timeline."—David H.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **62** random customer surveys since April 2013

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 774012
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

MICHAEL SACK PAINTING, INC.

(415) 971-0525

Serving San Francisco, San Mateo, Santa Clara and Alameda Counties



A recent commercial painting project by Michael Sack Painting

WEBSITE

www.msPaintingsf.com

EMAIL

sackmispaint@aol.com

MANAGER

Michael Sack, Owner

SERVICES

Interior and Exterior Painting Services
Deck Restoration
Lead Encapsulation
Waterproofing
Surface Repair

HOURS

Mon – Sat: 8am – 6pm

CERTIFICATION/TRAINING

EPA Lead-Safe Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2008

INNOVATION PAINTING PLUS

(415) 275-1070

Serving San Francisco
and San Mateo County



WEBSITE

www.innovationpaintingplus.com

EMAIL

Innovationpaintingplus@gmail.com

MANAGER

Daniel Morra, President/CEO

SERVICES

Interior & Exterior Painting
Wood Restoration

HOURS

Mon – Fri: 8am – 5pm

BRANDS

Benjamin Moore, Sherwin-Williams

CERTIFICATION/TRAINING

Benjamin Moore Certified Stain
Contractor

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2279

Innovation Painting Plus provides a complete range of interior and exterior painting services for residential and commercial clients in San Francisco and San Mateo County. The company uses high-quality materials and industry-best techniques to prepare and paint all types of surfaces, and it's also qualified to perform wood restoration work on Victorian houses and other vintage buildings.

President/CEO Daniel Morra says Innovation Painting Plus' customer-oriented business practices have allowed the company to develop and maintain a loyal clientele base. "It can be hard to find a painting company with great customer service, so my clients really appreciate how hands on I am with everything. I consider them friends, so I go the extra mile to ensure their projects are successful."

As a full-service painting company, Innovation Painting Plus also handles the pre-planning and color selection phases of each project, which Mr. Morra says isn't always a given in the industry. "I'm known for my ability to visualize how each finished product will look before any work begins, and I take the necessary steps to realize that vision. My favorite part of the painting process is showing my clients all the improvements I can make to their properties."

COMPANY PHILOSOPHY

"I truly care about my clients and their properties, so I take my time on their painting projects and make sure they receive the best possible results. My goal is simple: provide fast, friendly, professional painting services at competitive prices."

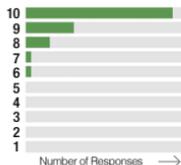
EXCERPTED SURVEY RESPONSES

"Daniel is professional, hardworking, timely and competent. I'd highly recommend him."
–Amy



DIAMOND CERTIFIED RATINGS DASHBOARD based on **86** random customer surveys since August 2015

CUSTOMER SATISFACTION



↑
More Satisfied
↓
Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ State License No. 1004269
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

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.

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

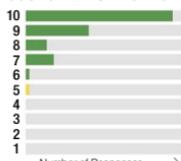
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1956



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

(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

ATCO Pest Control uses a variety of advanced control methods to eradicate, trap, remove, and deter pests for residential and commercial clients in San Francisco, Marin, Sonoma, 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. 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.”

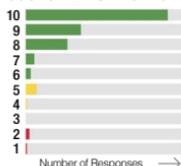
EXCERPTED SURVEY RESPONSES

“They came over on a weekend and took care of it right away. They fixed the problem. They went out of their way to do it right.”—Ann F.



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

Simply Balanced provides individual, duet and group Pilates sessions to help clients develop strength, balance and ease in daily movement, and enjoy a healthier lifestyle. The team of instructors design sessions for clients of all fitness levels at the San Francisco-based studio. They're responsive to requests for enhanced flexibility and core strength, as well as those who need physical rehabilitation for lower back, shoulders, hips, knees and even latter phases of post-breast cancer treatment. Simply Balanced also utilizes live online video conferencing so clients can join classes from home, at the office or while they are traveling.

Simply Balanced's managers say the team's ability to customize Pilates sessions to meet the specific needs of clients is a crucial aspect of the company's long-term success. "Our dedicated, experienced teachers understand the importance of implementing new, creative ways to directly serve our clients. Everything we provide is geared toward functional results and helping clients achieve their fitness goals."

Simply Balanced also offers mixed-level and gentle Pilates mat classes. The Pilates circuit classes include the use of Exo chairs, reformers and trapeze tables. In all of the classes, the instructors provide cues to target, mobilize, and enhance the function of joints and balanced strength in all muscle groups. The discounted Introductory Series of three individual sessions is recommended for beginners.

COMPANY PHILOSOPHY

"Customer service is our number one priority! We love teaming with clients and customizing sessions that are progressive, engaging, enjoyable, and ultimately enhancing the natural function and capacity of the body while enriching the quality of their daily life."

EXCERPTED SURVEY RESPONSES

"They're very skilled, knowledgeable, and I felt amazing after I walked out of the studio."—Julie

SIMPLY BALANCED

(415) 236-0976

2410 California St, Suite A
San Francisco, CA 94115

Serving the Bay Area



Creta (L) and Susan teach individual sessions on Simply Balanced's reformers.

WEBSITE

www.simplybalanced.com

EMAIL

info@simplybalanced.com

MANAGER

Susan Himes-Powers

SERVICES

- Pilates
- Fitness
- Rehabilitation (Lower Back, Extremities, Post-Breast Cancer Treatment)
- Online Classes

HOURS

Mon – Fri: 7am – 7pm
Sat: 8am – 1pm

CREDIT CARDS

MasterCard Visa

BRANDS

Balanced Body

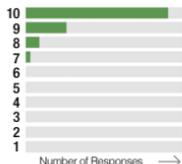
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2352



DIAMOND CERTIFIED RATINGS DASHBOARD based on **89** random customer surveys since April 2016

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

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

ARS® / RESCUE ROOTER®

(415) 523-5731



ARS® / Rescue Rooter® offers 24/7 emergency plumbing service.

WEBSITE

www.ARS.com

MANAGER

Chris Peterson, General Manager

SERVICES

Plumbing Repair & Replacement
Residential & Commercial
Drain Cleaning, Sewer Repair
Line Location, Video Sewer Inspection
Trenchless Sewer Repair
Water Heaters, Toilets, Faucets
Scour Jet®, Drainright® Drain Maint.

HOURS

Available 24/7, Emergency Service or Scheduled Appointments

CREDIT CARDS

Amex, Discover, MasterCard, Visa
Financing Available (W.A.C.)

GUARANTEES

90 Days/Labor, 1 Year/Parts
(Restrictions Apply)

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/468

ARS® / Rescue Rooter® provides a variety of residential and commercial plumbing services for clients throughout the Bay Area. The company offers 24/7 emergency service and can also schedule appointments to accommodate clients' schedules. Its services include drain cleaning and maintenance, trenchless sewer repair, line location, and plumbing repair and maintenance (including water heaters).

ARS / Rescue Rooter uses a state-of-the-art video sewer inspection system to quickly pinpoint blockage problems. It's also an exclusive carrier of DrainRight® Drain Maintainer, a special formula that prevents pipe clogs by liquefying and dispersing grease, soap scum, food residue, and other waste build-up. Drain Maintainer is 100 percent biodegradable, nonacidic, noncaustic, noncorrosive and safe to use on any pipe or drain.

COMPANY PHILOSOPHY

"We value our clients, and we always give them upfront pricing quotes before any work is done. Plumbing emergencies can be disruptive for homeowners, but they're our everyday business, so we're able to confidently handle them and help our customers return to their regular lives."

EXCERPTED SURVEY RESPONSES

"They came in, we talked about the problem and we negotiated a price. They did the job exactly as they said they would and finished on time."
—Brian K.

"They're easy to do business with and they keep good records from previous visits."
—Millie P.

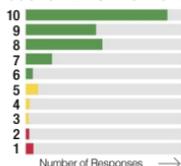
"They carefully explained everything they were doing and told me how to prevent the problem from happening again."
—Sean Z.

"They came in an emergency during a wedding and fixed the problem."
—Hestan O.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **1006** random customer surveys since August 2004

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 765155
- ✓ State Lic No. ARS 791820
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Ace Plumbing and Rooter provides a variety of general plumbing services for residential and commercial clients in San Francisco and its surrounding communities. In addition to fixing water heaters, toilets, garbage disposals and other plumbing systems, Ace provides video sewer inspections, sewer line repairs, trenchless sewer installations, backflow testing, leak detection and more. The company also offers pre-purchase home inspections of residential plumbing systems and prepares preventative maintenance plans for restaurants and other commercial establishments.

Owner Jonathan Millington and his crew have decades of experience in all areas of plumbing service and repair. Mr. Millington takes great pride in exceeding the expectations of his customers by providing quality services at fair prices. "We're a service-oriented company, and more than 75 percent of our business comes from repeat clients, so we're absolutely committed to upholding our values for doing excellent work and using high-quality equipment," he says.

Ace Plumbing and Rooter offers an exclusive online coupon that gives new customers a 10 percent discount for first-time service. Mr. Millington invites potential clients to visit www.aceplumbingandrooter.com to learn more.

COMPANY PHILOSOPHY

"We're very proud of our reputation for providing unparalleled customer service. The most gratifying part of our job is solving tough problems for clients—we strive to always perform beyond their expectations and give a little extra effort to make them happy. Ultimately, we want them to recommend us to their friends and always think of us for their future plumbing needs."

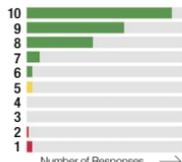
EXCERPTED SURVEY RESPONSES

"They were on time and professional."—Anne F.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **185** 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. 829071
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ACE PLUMBING AND ROOTER

(415) 669-4939

2398 Jerrold Avenue
San Francisco, CA 94116

Serving San Francisco,
South San Francisco, Colma,
Daly City and Brisbane



WEBSITE

www.aceplumbingandrooter.com

EMAIL

jnm@aceplumbingandrooter.com

MANAGER

Jonathan Millington, Owner

SERVICES

General Plumbing Service & Repair
Sewer/Drain Maintenance & Repair
Video Inspection, Copper Repipe
Leak Detection & Repair
Water Heater Repair & Replacement
Water Line Repair & Replacement
Gas Line Repair & Replacement
Backflow Testing & Repair
Pre-Purchase Home Inspections

HOURS

Available 24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

35

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1051

ATLAS PLUMBING & ROOTER

(415) 997-8929
(650) 666-6389

Serving San Francisco and San Mateo County



WEBSITE

www.atlasplumbingandrooter.com

EMAIL

service@atlasplumber.com

MANAGER

Joel Ledesma, Owner

SERVICES

- Service & Repairs
- Drains & Sewers
- Emergency Services
- Garbage Disposals
- Trenchless Sewer Repair
- Tankless Water Heaters
- Water Heaters
- Toilets
- Faucets

HOURS

Available 24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

All Work is Backed by a Signed, Written Guarantee

BRANDS

Noritz, Rinnai, Rheem, Bradford White, American Standard, Delta, Moen, Price Pfister, Kohler, Toto, InSinkErator

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1382

Atlas Plumbing & Rooter provides a variety of residential and commercial plumbing services for clients in San Francisco and San Mateo County. In addition to repairing and installing sinks, bathtubs, faucets, toilets, drains, pipes, sump pumps and more, the company repairs and replaces tankless water heaters, offers advanced diagnostic technology to pinpoint drain and sewer problems, and uses a trenchless repair process to replace broken or damaged underground pipes.

Owner Joel Ledesma established Atlas Plumbing & Rooter in 2005 to perform quality plumbing work and offer superior customer service to Bay Area home and commercial property owners. “My experience working for other plumbing companies convinced me there was no other way to do business,” says Mr. Ledesma. “I wanted to bring the ‘care’ aspect back to the industry.”

Atlas Plumbing & Rooter supplies signed, written guarantees and upfront pricing estimates before work begins on any job. It’s also available for 24/7 emergency service and can help homeowners’ associations, property managers, and landlords with their plumbing maintenance needs. For a complete list of services or to book an appointment, Mr. Ledesma invites potential customers to visit www.atlasplumbingandrooter.com.

COMPANY PHILOSOPHY

“We’ve developed a reputation for always putting our customers first—if there’s ever a problem with our service, or if there’s something a client isn’t happy with, we’ll fix the situation. We know our customers’ time is valuable, so we make it our responsibility to work quickly, efficiently and honestly.”

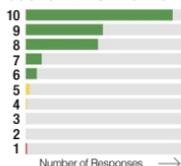
EXCERPTED SURVEY RESPONSES

“They came out quickly and did a good job. They were personable and easy to work with. I had an outstanding experience. Their prices were reasonable.”—Elliot B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **269** random customer surveys since July 2008

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers’ Compensation
- ✓ Liability Insurance
- ✓ State License No. 868994
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

One Source Plumbing and Rooter, Inc. provides a complete range of plumbing services for residential and commercial clients throughout the San Francisco Peninsula. The company has the training and equipment to install and repair all types of plumbing systems, and its technicians are available 24/7 to handle emergencies.

Owner Mostafa Sowadah says One Source Plumbing and Rooter's customer-oriented approach to plumbing has been an important part of its continued success. "We're known for having good chemistry with our customers—we pay attention to details and make recommendations that we know they'll appreciate. Plumbing problems can be stressful, but our customers know that once they call us, we'll be there to take care of everything."

One Source Plumbing and Rooter focuses on performing "long-term fixes" that maximize the lifespan of its customers' plumbing systems. "We want our work to be here long after we're gone, so we take a lot of pride in finding the best solutions for each situation," says Mr. Sowadah. "We don't take shortcuts; we believe good, honest work will lead to a loyal clientele base that's quick to refer us to others."

COMPANY PHILOSOPHY

"We understand how hard our customers work for their money, so we focus on providing them with high-quality, reasonably priced services that leave them completely satisfied. We don't just quickly fix something and move on—we take the time to explain our work and do everything we can to help the customer save on future repairs."

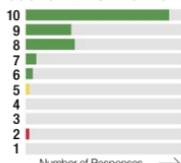
EXCERPTED SURVEY RESPONSES

"It was easy to set up the appointment, they arrived on time and they cleaned up after themselves."—Erin S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **75** random customer surveys since May 2016

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 988995
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ONE SOURCE PLUMBING AND ROOTER, INC.

(415) 340-2353

Serving the San Francisco Peninsula



Owner Mostafa Sowadah (L) and Partner Larry Cane

EMAIL

mostafa.sowadah@yahoo.com

MANAGER

Mostafa Sowadah, Owner

SERVICES

Plumbing Installation, Maintenance & Repair
Water Heater Repair & Replacement
Drain Cleaning

HOURS

Available 24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa

BRANDS

American Standard, Badger, Delta, Grohe, Kohler, Moen, Reppal, Sterling, Total, TracPipe

EMPLOYEES

1

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2361

GBA REALTY

(415) 689-1271

Serving San Francisco and the Entire Bay Area, Including the East Bay, South Bay and Peninsula

WEBSITE

www.gbarproperties.com

EMAIL

info@gbarproperties.com

MANAGER

Quan Phan, Owner

SERVICES

Residential & Commercial Property Management
Real Estate Sales & Purchases
Property Listing

HOURS

Mon – Fri: 9am – 5pm
Sat – Sun: By Appointment

EMPLOYEES

3

CERTIFICATION/TRAINING

Broker Price Opinion Resource (BPOR) Certification
NARPM Certified (Quan Phan)

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2267

GBA Realty provides a complete range of property management services for owners of residential and commercial properties throughout the Bay Area. The company also helps clients with the various aspects of real estate sales and purchases, and it utilizes cutting-edge online tools and marketing strategies to make sure they get the most value out of their investments.

Owner Quan Phan says GBA Realty’s small size and hands-on approach to property management have been crucial aspects of its success. “We’re in the field every day making decisions for our clients, which allows us to stay actively involved in the process and make sure they’re getting exactly what they need. They know they don’t have to wait to get solutions to their problems, and they really appreciate that.”

GBA Realty is known for its comprehensive follow-up services, which Mr. Phan says is important for maintaining long-term customer relationships. “Whether a task is large or small, our clients know we’ll be there to take care of it and follow through to make sure it was done properly. Even if they need assistance on weekends or after regular business hours, we’ll be there to help.”

COMPANY PHILOSOPHY

“We want every client to have a positive experience, so we make sure we’re professional, reliable and responsive every step of the way. By utilizing our industry knowledge and state-of-the-art tools, we’re able to provide services that enhance our clients’ lives and help them achieve their real estate goals.”

EXCERPTED SURVEY RESPONSES

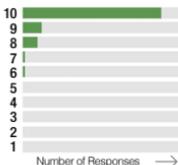
“I like that they are flexible, easy to work with, and I really like that they have an online service where I can pay my bill.”—Xuan T.

“They’re reliable, honest and very committed to the work that they do.”—Addison O.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 84 random customer surveys since June 2015

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 01734909
- ✓ Current Complaint File
- ✓ Business Practices

Independent Exchange Services, Inc. and Reverse Exchange Services, Inc. provide IRS Section 1031 exchange services—essentially a deferral of capital gains taxes from the exchange of investment properties—for real estate investors throughout the Greater Bay Area and beyond. The company acts as a third party, qualified intermediary for various types of exchanges, including delayed, simultaneous, reverse, built-to-suit and international.

Vice President R. Ian Bunje says the company strives to be as service-driven as possible and make the exchange process simple and hassle-free for its clients. “We know each person’s questions, problems and issues differ, so we tailor each transaction to meet those specific needs.”

The company operates as part of the 1031 Strategies & Services Group. It’s a boutique exchange firm, which means it doesn’t handle thousands of transactions a year and is able to take a personalized approach to dealing with its clients. For more information on the company’s services or 1031 exchanges in general, Mr. Bunje invites potential clients to visit 1031pro.com.

COMPANY PHILOSOPHY

“Most of our business comes from word-of-mouth referrals from past customers, lawyers, accountants, real estate brokers and even our competition, so we make sure each client’s exchanges receive as much attention as everyone else’s, no matter the size. We strive to be as hands-on as possible, and we offer each client the same high level of customer service, whether we’re quickly responding to their phone calls and emails or putting the finishing touches on their deal.”

EXCERPTED SURVEY RESPONSES

“They were very considerate about our situation and very thorough in explaining everything.”—Julie F.

WEBSITE

1031pro.com

EMAIL

ibunje@ies1031.com

MANAGER

Ian Bunje, Executive Vice President
Ralph Bunje, Chairman

SERVICES

Real Estate Exchange Services
Reverse Exchange Services

HOURS

Mon – Fri: 8:30am – 5pm

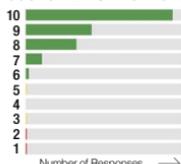
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/464



DIAMOND CERTIFIED RATINGS DASHBOARD based on **264** random customer surveys since July 2004

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

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

SURE ROOFING & WATERPROOFING

(415) 763-5946

Serving the San Francisco Bay Area



WEBSITE

www.sureroofing.com

EMAIL

info@sureroofing.com

MANAGER

Richard O. Choy, Owner

SERVICES

Flat & Pitched Roofing
Modified Bitumen
Slate/Tile
Wood Shakes
Waterproof Coatings
Custom Sheet Metal
Metal Roof
Shingle Roofing
Custom Skylights
Residential & Commercial

HOURS

Mon – Fri: 7:30am – 4:30pm

CREDIT CARDS

Amex, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/66

Sure Roofing & Waterproofing is a family-owned and operated roofing contractor that serves residential and commercial clients throughout the Bay Area. In addition to new roof construction, reroofing, general repairs and waterproofing, the company installs and maintains skylights, siding, and gutters. It also operates a full-service sheet metal shop that crafts roofing and architectural features from premium metals such as milled Italian copper and Rheinzink™ titanium-zinc alloy.

Owner Richard Choy founded Sure Roofing & Waterproofing in 1982 and has since built roofs for thousands of Bay Area homes and businesses. Mr. Choy says his company is well-known for its innovation. “We’ve pioneered many advanced roofing systems that have become industry standards, including torch-down modified bitumen roofing.”

Many of Sure Roofing & Waterproofing’s employees have been with the firm since its inception and utilize their years of experience on every project. The company is also committed to sustainable roofing and offers several recyclable and metal products to reduce its carbon footprint.

COMPANY PHILOSOPHY

“We’re committed to achieving 100 percent customer satisfaction, and we never compromise on quality. Our customers are delighted with our combination of old-world craftsmanship and advanced technology. We’ve earned our reputation by successfully introducing experimental roofing systems and paying exceptional attention to consumer needs.”

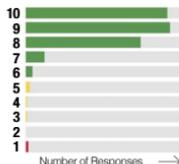
EXCERPTED SURVEY RESPONSES

“I’ve been using them for my clients for more than 10 years! They’re clean, courteous—you name it.”—John T.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **326** 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. 591676
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Gateway Roofing & Waterproofing, Inc. offers roofing and waterproofing services to residential and commercial clients throughout the Bay Area. In addition to repairing and installing all varieties of roofs, including modified bitumen, TPO system, tar and gravel, shingle, tile, and metal, the company installs skylights and sun tunnels, performs siding replacements, and more.

Gateway Roofing & Waterproofing was established in 2004 to provide reliable and knowledgeable roofing services for Bay Area customers. Managers Vernal Lee and Karen Fung and their crew members have 15 to 20 years of experience in the roofing industry and have been working with the company since its establishment. "Our installers work well together, and they're one of the most experienced teams in the area," says Ms. Lee.

Gateway Roofing & Waterproofing also provides roof inspections for insurance companies and buyers who want to check a roof's condition before purchasing a property. The company's estimator has more than 30 years of hands-on experience with all types of roofing systems.

COMPANY PHILOSOPHY

"We love what we do and treat our customers like family. We take our time and use high-quality materials to provide our customers with the best possible work in a cost-effective manner. Our desire isn't to build the largest roofing company in the Bay Area; instead, we seek to use our professional skills to take care of people's needs and always make our customers happy."

EXCERPTED SURVEY RESPONSES

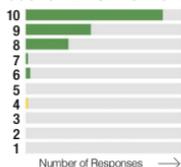
"They worked from early in the morning until sundown. They covered everything and even did work that wasn't originally quoted."—Steven K.

"They're very efficient and professional."—Ali T.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **113** random customer surveys since February 2006

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

RATINGS STATUS

We declare that Gateway Roofing & Waterproofing, Inc. has passed all of the rating steps and has earned the Diamond Certified award, Certificate No. 828.

David Pak

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 799104
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

GATEWAY ROOFING & WATERPROOFING, INC.

(415) 347-5917

Serving the Bay Area



EMAIL

gatewayroof@gmail.com

MANAGER

Karen Fung and Vernal Lee, Owners

SERVICES

- Roofing
- Sheet Metal Roofing
- Waterproofing
- Roof Inspection
- Related Sheet Metal Work
- Siding Work

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

MasterCard Visa

BRANDS

GAF, CertainTeed, Custom Bilt, U.S. Tile, Elk, EagleLite, Una-Clad

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/828

MR. ROOFING, INC.

(415) 484-6491

Serving San Francisco and San Mateo County



WEBSITE

www.mrroofing.net

EMAIL

info@mrroofing.net

MANAGER

Carlos Rodriguez, President

SERVICES

- Residential & Commercial Roof Replacement
- Gutters & Gutter Protection
- Roof Maintenance Programs
- Custom Skylight Installation
- Solar Tunnel/Tube Skylights
- Architectural Sheet Metal Roofing
- Standing Seam Metal Systems
- Ventilation Systems
- Solar Installation

HOURS

Mon – Fri: 9am – 5pm

CREDIT CARDS

Amex, MasterCard, Visa

CERTIFICATION/TRAINING

- All Staff CPR and First Aid Certified
- GAF Master Elite™ Roofer
- IB Roof Systems Authorized Installer
- OSHA Safety Trained Project Managers
- TruSlate SlateCrafter Specialist
- VELUX 5-Star Skylight Specialist
- Owens Corning Platinum Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1510

Mr. Roofing, Inc. offers comprehensive roofing services to residential and commercial clients in San Francisco and San Mateo County. The family-owned and operated company has experience with all types of roofing systems, including architectural shingle, cedar shake and shingle, metal, slate, and copper. It can handle reroofing, roof repairs and maintenance, gutter protection, custom skylight installation, and more.

President Carlos Rodriguez says Mr. Roofing adheres to the same principles upon which it was founded in 1989: to serve its customers by providing education and consultation, and to take care of its employees through proper training and support. “All our technicians are factory-certified and tested on the products they install,” says Mr. Rodriguez. “We create an environment that allows them to fulfill their professional potential.”

Mr. Roofing has also embraced Green roofing practices—it can install building-integrated and conventional photovoltaic solar systems, solar tunnel skylights, Green Live roofs, and more. As a GAF Master Elite installer, the company is able to offer one of the most comprehensive warranties in the industry, says Mr. Rodriguez. “Only three out of 100 roofing contractors in the United States have achieved GAF Master Elite status.”

COMPANY PHILOSOPHY

“We always make sure our customers are not only satisfied with our work, but with their experience of doing business with us as well. For more than 30 years, we’ve upheld a reputation for providing exceptional roofing services and gaining the unanimous approval of our clients, and we intend to continue doing exactly that.”

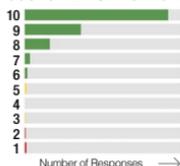
EXCERPTED SURVEY RESPONSES

“They are reputable, reliable, and professional in how they conduct their business and in the quality of the work they did for me.”—Pierre G.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **275** random customer surveys since February 2009

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 566386
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Roofing Logistics, Inc. is committed to excellent customer service, reliability and satisfaction guaranteed. The company specializes in installations, repairs, emergency repairs, new construction, dry rot replacement, and roof maintenance for home and business owners throughout the Greater Bay Area. Roofing Logistics works with all types of roofing materials, including asphalt, composition, tile, wood shingles, coating and single-ply.

President Jose Guerrero has more than 18 years of experience and says one of Roofing Logistics' distinguishing characteristics is its customer-centered approach to roofing. "Many roofing companies schedule projects so tightly that there isn't much time for interaction with the homeowner. We, on the other hand, feel it's important to educate our customers on their options, as well as our process. We understand the aesthetics of their roofs are important."

Roofing Logistics backs each newly installed roof with a 10-year warranty and offers a one-year warranty on all repair work. In addition to these written guarantees, Mr. Guerrero says he gives further confidence to customers by providing consistent service and communication. "As the founder, I'm the customer's contact from the initial meeting to the final inspection, so they know I'm just as invested in the project as they are."

COMPANY PHILOSOPHY

"Our approach to customer satisfaction is simple: we care as much about our customers' roofs as they do. By putting equal focus on workmanship, communication and service, we give customers full confidence in our promise to deliver a durable, high-quality product."

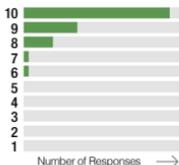
EXCERPTED SURVEY RESPONSES

"They did everything they said they would do on time, and they finished the job perfectly."—Valerie S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **49** random customer surveys since April 2015

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 989106
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ROOFING LOGISTICS, INC.

(415) 682-6365

Serving the Greater Bay Area



EMAIL

j.guerrero@roofinglogistic.com

MANAGER

Jose Guerrero, President

SERVICES

- Roofing Installation and Replacement
- Roofing Repairs and Maintenance
- New Construction Roofing
- Gutter Cleaning
- Dry Rot Replacement
- Emergency Repairs
- Coating Systems
- Metal Roofs
- BUR Built-Up Roofs

HOURS

Mon – Fri: 9am – 5pm

GUARANTEES

- 10-Year Warranty on Roof Replacements
- 1-Year Warranty on Repairs

EMPLOYEES

8

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2252

EDGE ROOFING

(415) 529-6796

Serving the Bay Area



A recent residential project by Edge Roofing

WEBSITE

www.edgeroofing.net

EMAIL

wiltrkn@aol.com

MANAGER

William and Anna Young, Owners

SERVICES

Roof Installation & Repair
Roof Inspections
Seamless Gutter Installation
Emergency Repairs

HOURS

Mon – Sun: 6am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

12-Year Warranty on Craftsmanship
Manufacturers' Warranties on
Materials

BRANDS

CertainTeed, Owens Corning

EMPLOYEES

9

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2505

Edge Roofing provides roof installation and repair services for residential and commercial clients throughout the Bay Area. The company has the training and equipment to work on a wide range of roof types, from asphalt and wood shingle to TPO and modified bitumen, and it's also qualified to perform roof inspections, install seamless aluminum gutters, and more.

Owner William Young says Edge Roofing's customer-oriented approach to roofing work has played an important role in its success. "We love forming relationships with our clients and making it easy for them to improve their homes and businesses. Once we determine what they want, we utilize our experience to streamline the entire process and deliver high-quality results."

Edge Roofing prioritizes quality control in every aspect of its operations, from training its crew members to maintain clean jobsites to providing the hands-on expertise of Mr. Young himself. "Even if I'm not walking the job all day, I have someone who's in control of important items who reports back to me," he explains. "We pride ourselves on our dedication to safety and quality on all of our projects."

COMPANY PHILOSOPHY

"Our goal is to make sure each client has the best possible experience, so we focus on providing them with high levels of service that exceed their expectations every step of the way. We promise cleanliness, punctuality and professionalism on each job, and we always keep our promises."

EXCERPTED SURVEY RESPONSES

"The crew was terrific."—Steve H.

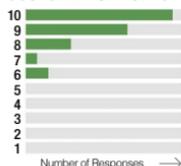
"I am pleased with the way it turned out."—Jesse W.

"I would recommend them. They are professional, hardworking and very polite."—Fatemhe H.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **29** random customer surveys since November 2018

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 893260
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

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.

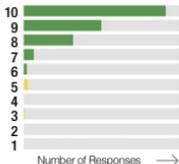
"I liked their customer service and the prompt schedule they kept. The price was also good."—John R.

"They were very professional, on time, and they did a good job. It looks very good."—Florence B.



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

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 340328
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CALIFORNIA SHOWER DOOR CORPORATION

(415) 763-5983

1795 Yosemite Avenue
San Francisco, CA 94124

Serving the Bay Area



CALIFORNIA SHOWER DOOR



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

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."

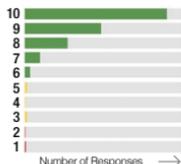
EXCERPTED SURVEY RESPONSES

"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

Best Exteriors Construction, Inc. provides a variety of general contracting services for residential clients throughout the Greater Bay Area, handling everything from siding installations and window replacements to full-scale kitchen and bathroom remodels. The company is qualified to work with all types of exterior siding, including wood, fiber cement, vinyl and various Green products.

Sales Manager Alex Motronchik says one of Best Exteriors Construction's biggest advantages is its ability to combine highly competitive pricing with first-rate services—an approach that has allowed the company to compete against big-box stores like Sears and Home Depot. "We never compromise on the quality of our products and services, but our relatively low overhead allows us to provide the best possible results while still remaining within each client's budget."

Best Exteriors Construction is known for effectively communicating with its clients throughout every step of their construction projects, which, according to Mr. Motronchik, is a crucial part of making sure every job is completed to the customer's satisfaction. "We stay in contact with our clients before, during and after their projects so we can confirm they're happy with our work," he says. "It's all part of our dedication to quality."

COMPANY PHILOSOPHY

"Our number one goal is to deliver exactly what we promise to every client: high-quality results at the lowest possible prices. Ultimately, we want to build lasting relationships with our customers, so we strive to provide total customer satisfaction throughout every step of every project."

EXCERPTED SURVEY RESPONSES

"The work was very thorough and was done efficiently."—Don D.

BEST EXTERIORS CONSTRUCTION, INC.

(877) 516-4365

Serving the Greater Bay Area



Alex Motronchik is sales manager of Best Exteriors Construction.

WEBSITE

www.best-exteriors.com

EMAIL

bestexterior@gmail.com

MANAGER

Irina Motronchik, Owner
Alex Motronchik, Sales Manager

SERVICES

Siding
Window Replacements
Kitchen & Bathroom Remodels
Roofing

HOURS

Mon – Fri: 8am – 5pm
After Hours: By Appointment

CREDIT CARDS

MasterCard Visa

GUARANTEES

10-Year Warranty on Workmanship
Manufacturers' Warranties
on Products

EMPLOYEES

36

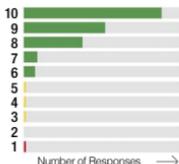
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1859



DIAMOND CERTIFIED RATINGS DASHBOARD based on 138 random customer surveys since May 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. 923505
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

COLLIER WAREHOUSE, INC.

(415) 920-9720

90 Dorman Avenue
San Francisco, CA 94124

Serving Northern California



A recent residential project by Collier Warehouse

WEBSITE

www.colliergroup.com

EMAIL

sales@colliergroup.com

MANAGER

Paul Akin, Owner
Matt Long, Operations Manager

SERVICES

Doors	Windows
Skylights	Solariums
Installation	Sales
Commercial	Residential

HOURS

Showroom
Mon – Fri: 8am – 5pm

CREDIT CARDS

MasterCard Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/428

Collier Warehouse, Inc. provides and installs windows, doors, storefronts, skylights, and solariums for residential and commercial building projects throughout Northern California. The company supplies homeowners, contractors, architects and developers with high-quality products from national manufacturers, including Marvin windows, Fleetwood doors and Arcadia storefronts.

When Collier was established in 1977, it primarily focused on skylights, but as its customer base grew, so did its list of services. The company makes sure its staff is factory-trained to provide customers with the necessary information to make the right choices for their projects.

“We’re always adding new products as they’re introduced to the market,” says owner Paul Akin. The company’s San Francisco showroom has full-sized displays of many of its products, so customers can review them and see their applications before making a final decision. Collier strives to stay current on innovative product changes in the building industry.

COMPANY PHILOSOPHY

“Our core values are very important to us and are the foundation of our operation. Professionalism—we promise what we deliver and deliver what we promise. Fairness—we treat our customers fairly and honestly. Responsibility—we take complete ownership of our work. Attitude—we think and act with positivity. Quality—we aim to do the job right, every time.”

EXCERPTED SURVEY RESPONSES

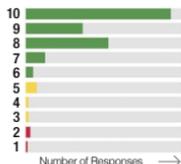
“They’re very personable and responsive, they offer personalized service and great products, plus they go the extra mile.”—Thomas R.

“They were knowledgeable and the prices and delivery were good.”—Christine F.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **364** random customer surveys since June 2004

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 483664
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

SolarUnion provides a complete range of solar services for residential and light commercial clients throughout California. The company designs, sells, installs and operates photovoltaic (PV) solar systems using proven technology from manufacturers with strong warranties. Its certified solar technicians are trained to conduct solar-readiness audits, savings estimates and roof inspections; perform electrical panel upgrades; install solar electric vehicle charging stations; and more.

Executive Director Renzo Castillo says SolarUnion's emphasis on solar ownership under a comprehensive performance guarantee has been critical for the company's success. "We educate our clients to approach solar as an investment. To maximize their rate of return, we advise them to own a high-performance system for permanent electric consumption offset. While the impact on the electric bill is immediate, the most significant gains (savings) occur over time."

SolarUnion proactively monitors every system to ensure it hits the company's annual guaranteed kWh (output) number. "If we don't hit the contractually required kWh number, we fix the system and compensate (pay) the client for any lost output," explains Mr. Castillo. SolarUnion also provides a 25-year, bumper-to-bumper performance guarantee, which beats competitors who only offer manufacturers' warranties or limited 10-year workmanship guarantees.

COMPANY PHILOSOPHY

"We want to be a reliable, long-term partner for our clients, so we focus on providing them with quality installations, strong guarantees and timely maintenance for their solar investments. Ultimately, our goal is to make sure every Californian has access to clean, Green energy at an affordable rate."

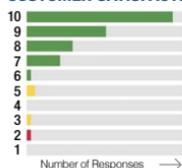
EXCERPTED SURVEY RESPONSES

"They are a wonderful and reliable company."—Luz



DIAMOND CERTIFIED RATINGS DASHBOARD based on **78** random customer surveys since April 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. 990354
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

SOLARUNION

(415) 236-2966

Serving Northern, Central and Southern California
Headquartered in San Francisco



WEBSITE

www.solarunion.com

EMAIL

sales@solarunion.com

MANAGER

Renzo Castillo &
Ivan La Frinere-Sandoval, Founders

SERVICES

Engineering, Procurement,
Construction and Operation of
Solar Systems (Rooftop and
Ground Mount)
Solar-Readiness Audits and Roof
Inspections
Electrical Panel Upgrades
Solar EV Charging Station Installations
Platinum Battery Storage/Backup
Solutions

HOURS

Mon – Sun: 8am – 8pm
Staff On Call 24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Performance Guarantee:
Parts (25 Years) + Workmanship
(25 Years) + Output (25 Years)
\$1MM Roof Integrity Coverage

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2351

ARBORWORKS, INC.

(415) 334-8733

(866) 936-8733

(650) 988-8733

Serving the Greater Bay Area



WEBSITE

www.arborworksinc.com

EMAIL

info@arborworksinc.com

MANAGER

Don A. McIntyre, Owner/President

SERVICES

Full-Service Tree Care:	Consulting
Insect & Disease Control	Pruning
Planting & Transplanting	Fertilizing
Soil Analysis & Therapy	Removal
Plant Health Care	
Tree Evaluations	
Tree Risk Assessment	
Tree Protection Plans for Construction Work	

HOURS

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

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

15

CERTIFICATION/TRAINING

ISA Certified Arborist
ISA Certified Tree Workers

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1485

ArborWorks, Inc. provides comprehensive tree care services for a variety of Greater Bay Area clients, including residences and estates, corporations and commercial properties, construction sites, golf courses and country clubs, and municipalities and parks. The company offers tree removal and stump grinding, pruning, organic fertilization and soil amending, disease and insect control, cabling and bracing, planting and transplanting, risk assessment, and more.

President Don McIntyre is an ISA Certified Arborist who’s spent more than 45 years preserving trees in urban settings across the United States. He started his own tree care business in Texas in 1972 and expanded to California in 1986. Mr. McIntyre says he and his staff acknowledge their responsibilities as stewards of the environment and demonstrate their commitment by contributing to the preservation of trees for current and future generations.

ArborWorks provides its clients with written proposals designed to enhance the safety and health of their trees, from one-time prunings to ongoing maintenance for multiple properties. The company also offers 24/7 emergency service and tree inspections and consultations.

COMPANY PHILOSOPHY

“Our entire staff is committed to upholding the highest ethical standards and treating every customer with honesty and fairness. We value our clients and work tirelessly to exceed their tree care expectations.”

EXCERPTED SURVEY RESPONSES

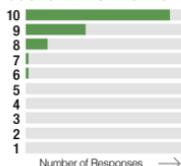
“They were just professional. They did an excellent job. They exceeded my expectations. I would definitely recommend and use them again.”—Lori J.

“[I liked] their responsiveness, their flexibility and that they did more than what the job asked for. They went above and beyond.”—S.F.H.A.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **85** random customer surveys since January 2009

CUSTOMER SATISFACTION



↑ 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. 879506
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

National Blinds & Flooring Inc. supplies, installs, and refinishes hardwood and engineered wood flooring for residential and commercial clients throughout the Greater Bay Area. The company sells everything from hardwood flooring to carpeting at three showrooms in San Mateo, San Francisco and Novato, and it specializes in leading brands like DuChateau, Sheoga, Monarch Plank, IndusParquet, Somerset, and Shaw.

Owner Israel Yachdav says National Blinds & Flooring's ability to achieve high levels of customer satisfaction is a direct result of its client-oriented business approach. "When we consult with potential customers, we don't simply try to sell them something. Rather, we take the time to determine their specific needs, educate them about their options and help them find products that work best for their situations."

National Blinds & Flooring is also a full-service, Hunter Douglas Certified window covering dealer. The company specializes in motorized blinds, custom draperies and Roman shades, and it offers professional measuring, home automation, and custom drapery design services for the convenience of its customers.

COMPANY PHILOSOPHY

"Our top priority is to make our customers happy and foster long-term relationships with them. By providing high-quality flooring and window covering products and excellent service, we're able to do just that."

EXCERPTED SURVEY RESPONSES

"The whole process is very easy and the installations are professionally done. I liked the fact that the service person who did my sale also did my installation. You don't usually find that in a company. It's rare."—John C.

NATIONAL BLINDS & FLOORING INC.

(415) 690-7945

778 Brannan St, San Francisco

(650) 918-7959

35 West 25th Ave, San Mateo

(415) 742-1969

33 Hamilton Dr, Suite A, Novato



WEBSITE

www.nationalblindsdesigns.com
www.nbsfs.com

EMAIL

nationalblinds@gmail.com

MANAGER

Mai Huynh, Director of Operations & Finance

SERVICES

Hardwood Flooring & Carpeting
Window Coverings
Motorization & Home Automation
Blind Cleaning & Repair
Custom Draperies & Solar Shades

HOURS

San Francisco

Mon – Fri: 9am – 6pm

Sat: 10:30am – 5pm

San Mateo

Mon – Fri: 10am – 5pm

Novato

Mon – Fri: 9am – 4pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

CERTIFICATION/TRAINING

Hunter Douglas Certified Window Covering Dealer

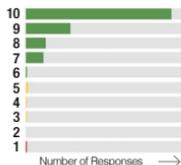
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2058



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. 829717
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

SAVE ENERGY COMPANY

(415) 367-3149

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

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

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/51

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

Save Energy Company’s website features an information pack called “How to Make a Successful Construction Investment” that lets customers know exactly what to look for in a replacement 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 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.”

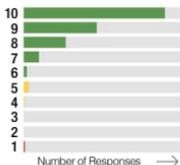
EXCERPTED SURVEY RESPONSES

“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 C.



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

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COMPANY PHILOSOPHY

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EXCERPTED SURVEY RESPONSES

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

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

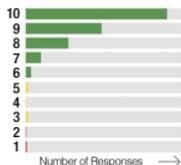
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/83



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

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

68 SHARES

Three Window Frame Options

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.



Jeff Alexander

Owner, Alexander Company

Enhancing Window Glass Performance

One way to enhance the performance of window glass is to add a UV coating, which reduces heat gain and helps prevent sun-fading of interior furniture and draperies. You can also get an argon gas fill between the panes, which enhances the window's effectiveness as a barrier against outdoor temperatures.

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



Luis Aviles

Owner, Moving Forward

Finding a Quality Mover

When hiring a mover, get estimates from at least three companies so you can compare apples to apples and make sure you're getting a fair bid. Be wary of any company whose bid is substantially lower than the others—it may be a bait-and-switch. Instead, look for an honest price from an honest company.

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



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



Rodney Fite

President, REFCorp

Replacing Federal Pacific Circuit Breakers

If you have Federal Pacific circuit breakers in your electrical panel, consider swapping them out with new replacement breakers. This removes the threat of fire without requiring replacement of the entire panel. Don't try to replace the breakers yourself, as some wires can't be disconnected from power.

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

Diamond Certified Expert Contributors



Ron Frediani

Owner, AWC

Furnace Filter Maintenance

To maintain proper ventilation, your furnace's air filter should be changed regularly. Check your filter's label for the recommended replacement interval and stick to it. If you have a washable filter, wash it as directed. If you don't know where your filter is located or how to replace it, call a professional for assistance.

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



Walee Gon

President, Faxon Garage

Tire Replacement Tip

When replacing a set of tires, it's important to put the new ones on the rear of the vehicle. Older tires are more prone to lose traction, and when a rear tire loses traction, it can send the car spinning. If one of the front tires loses traction, however, the steering wheel will give you more control of the situation.

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



Nick Granato

Owner, PremierGarage

Installing Garage Storage Cabinets

In most cases, it's best to install garage storage cabinets above floor level. First, since they're above the floor, it's less easy for insects and rodents to get into them. Second, if your water heater and/or washing machine is located in the garage, raised cabinets will avert water damage if a major leak occurs.

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



Leila Jacobsen

Owner, Awncos Retractable

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



Jeff Kann

Owner, HOUSEworks, Inc.

Minimizing Cost Surprises With Remodeling

To minimize cost surprises during a remodeling project, it's best to select as many products as possible during the design phase. This includes things like finishes, flooring, tile, plumbing fixtures and cabinets. You should also identify the suppliers you're going to purchase from and get specific cost quotes.

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



Michael Kenny

President, Michael Kenny - Kenny Realty, Inc.

Renting an Inherited Property

If you're thinking about renting a property you've inherited jointly with a sibling or other family member, make sure the two (or more) of you have a healthy relationship. Jointly managing a rental property with someone you don't get along with can be very frustrating, so it may be a better choice to sell.

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



Ralph Kirberg

President, Kirberg Motors, Inc.

Dashboard Warning Light to Know

The oil pressure warning light (appropriately signified by an old-fashioned oil can) indicates low engine oil pressure. When this light comes on, your best move is to pull over right away and turn off your vehicle—if the engine runs out of oil, it can seize up and grind to a halt, resulting in extensive damage.

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



Dr. Lei Luo

President, Lei Luo, D.D.S. Family & Implant Dentistry

Dental Implant Benefit

For those with missing teeth, dental implants can greatly improve the daily act of eating. Dentures and bridges are often uncomfortable to wear while eating—chewing can be awkward, and sticky or crunchy foods can be problematic. In contrast, since dental implants work like natural teeth, they make eating much easier.

To read full article and more, visit:
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Diamond Certified Expert Contributors



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Pricing Deck Materials

When comparing the costs of deck materials, be sure to price all related components, not just the deck boards. While today's composite decking is often comparable in price to redwood decking, the railings can be two to three times more expensive, which can result in an unexpected budget hike.

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



Jonathan Millington

CEO, Ace Plumbing and Rooter

Washing Machine Hoses

To avoid the risk of major water damage, have stainless steel braided hoses installed on your washing machine. The traditional black rubber hoses found on washing machines are notorious for unexpectedly bursting—usually when no one is home—and causing massive leaks of up to five gallons per minute.

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



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



Dr. Peter Panagotacos

Owner, Peter J. Panagotacos, MD

Hair Transplant Caution

Prior to getting a hair transplant, verify that the individual performing your procedure is a qualified, licensed physician. Believe it or not, there are unlicensed frauds offering hair replacement services these days, so you have to be careful. Ask your dermatologist or call your local medical society for a referral.

To read full article and more, visit:
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Nick Proaño

Pre-Planning Department Manager, Duggan's Serra Mortuary

Benefits of a Local Funeral Home

When choosing a funeral home, your best bet is to go local. Few people realize that most mortuaries are owned by national corporations. Besides providing a better overall value, a local, family-owned funeral home will provide a warm, family-oriented atmosphere, which can make a big difference in your overall experience.

To read full article and more, visit:
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David Robb

Co-owner, Robb & Messer Moving and Storage

Packing Tips for a Move

When packing for a move, try to pack boxes as tightly as you can. Besides being an efficient use of space, this will reduce the chances of breakage caused by items shifting around during transit. On the other hand, when packing large boxes, avoid overfilling them with heavy items, as this can cause their bottoms to fall out.

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Sandy Rostad

Realtor, The Rostad Team of Coldwell Banker

Tips for First-Time Home Buyers

As a first-time home buyer, one of the first things you should determine is where you want to buy, which will save time by narrowing the focus of your home search. Additionally, it's a good idea to get preapproved for a loan, which will let you know your price range and help further define the parameters of your home search.

To read full article and more, visit:
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Christine Stahl

Partner, Lommori Stahl Group of Re/Max Star Properties

Establishing Your Real Estate Goals

Prior to beginning your home search, it's important to know what your goals are. For example, are you looking for a long-term residence or merely a stepping stone toward buying your dream house? Being certain about your purpose and goals will give you greater confidence in making big decisions.

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Choosing a Roofing Product

It's always best to choose a roofing product that has a confirmed track record of performance. For example, asphalt-based modified roofs have been in use for more than 40 years, so their integrity is well-established. In contrast, with a newer roofing product, there's no telling how it'll perform 20 years down the line.

To read full article and more, visit:
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Bob Vinal

President, Bay Area Health Insurance Marketing, Inc.

Employee Health Benefits

Many employers don't realize the remunerative value of providing employee health benefits. Businesses that offer benefits typically have higher staff retention and lower turnover, which saves money on hiring and training new staff. It also helps boost morale, which leads to higher levels of productivity and product quality.

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



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



Jennifer Young

Owner, Elite Pro Home Cleaning

Stainless Steel Cleaning Tip

Most commercial stainless steel cleaning products either contain harsh chemicals or are made with mineral oil. A Greener, more affordable option for cleaning your stainless steel appliances is baby oil. Not only is baby oil environmentally friendly, you probably already have some at home, so you'll save a little money.

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