

363,000
CUSTOMERS SURVEYED

SAN MATEO COUNTY · APRIL 2019

Diamond Certified[®] Directory

LOCAL COMPANIES RATED HIGHEST IN QUALITY · PERFORMANCE GUARANTEED



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

Ratings updated daily at www.diamondcertified.org

2019

The Rating Process

American Ratings Corporation conducts accurate customer satisfaction research.



1. APPLY

The company must apply to begin the rating process.



2. SAMPLE

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



3. SURVEY

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



4. SCORE

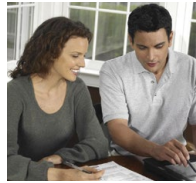
To qualify, the company must score Highest in Quality and Helpful Expertise®, with a score of 90 or above on a 100 scale.

Rigorous standards are enforced.



5. CREDENTIALS

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



6. PRACTICES

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



7. COMMITMENT

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



8. AWARD

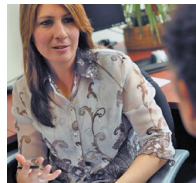
If the company's quality rating, business practices and credentials meet our high standards, it is awarded Diamond Certified.

We require ongoing customer satisfaction and performance.



9. MONITOR

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



10. MEDIATE

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



11. GUARANTEE

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



12. QUALITY

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

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

Individual Research Reports

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

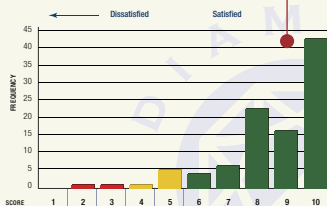
Question 1

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

Diamond Certified® Ongoing Rating and Certification Report

Question 1:

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



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

Statistical results for 100 observation

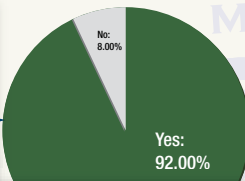
Mean: 8.58
Standard Deviation: 1.74
Percent of responses 6–10: 92.00%

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Question 2

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

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



Certification Report

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

Yes: 94.00%

Question 3

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

Question 4

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

Question 5

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

Question 6

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

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

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

Compared to Review Sites

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

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

American Ratings Corporation

Who We Are and What We Believe

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

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

We believe:

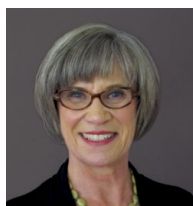
1. You the consumer have the right to know which companies are truly performing at the highest level of quality.
2. The highest quality companies should be rewarded for their ongoing performance through public recognition.
3. Companies should be held accountable for their performance—one customer at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

How to Reach Us

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Steve Israel	Daniel Martin	Shontel Von Emster



Chris Bjorklund,
Consumer Advocate



Greg Louie, Founder and
Chief Executive Officer



Joy Lanzaro, Director of
Mediation and Compliance



David Pak, Director of
Ratings and Research

Your Performance Guarantee

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

AMERICAN RATINGS CORPORATION
DIAMOND CERTIFIED

PERFORMANCE Guarantee

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

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

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

TO QUALIFY FOR THIS GUARANTEE, THE CUSTOMER MUST:

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

Greg Louie

Greg Louie, Founder & CEO
American Ratings Corporation



Quality • Satisfaction • Trust

WHAT WE CAN'T PROMISE—LIMIT OF LIABILITY

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

Read Expert Articles Before You Choose

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

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

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

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

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

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

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

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

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 PETALUMA window frames, with a 'Read more' link at the bottom. 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 'Complete Video Transcription:' section containing text from the video and a 'Read more' link.

Human Interest

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

Verbatim Text of Video

Read text versions of the Diamond Certified Expert Video tips.

Dear Savvy Consumer



American Ratings Corporation
Defining Excellence

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

Dear Savvy Consumer,

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

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

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

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

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

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

Diamond Certified companies are top rated for quality and guaranteed.

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

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

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

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

Sincerely,

Handwritten signature of Greg Louie in blue ink.

Greg Louie
Founder and CEO
greglouie@diamondcertified.org

Handwritten signature of Chris Bjorklund in blue ink.

Chris Bjorklund
Consumer Advocate
chrisbjorklund@diamondcertified.org

Consumer Group Membership

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

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

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



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

OUR PROMISE TO YOU:

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

Frequently Asked Questions

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

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

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

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

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

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

Q: Can a company cheat to earn Diamond Certified?

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

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

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

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

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

How to Use This Directory

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

Business Category Listing
For easy navigation through this directory

WINDOWS
SAVE ENERGY COMPANY
(415) 367-3149

Business Name and Contact Information

Serving San Francisco, Marin and Sonoma Counties



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

WEBSITE
www.SaveEnergyCo.com

EMAIL
JGorman@SaveEnergyCo.com

MANAGER
John Gorman & Pat Gorman, Owners

SERVICES
Window Replacement
Sliding and French Door Replacement
Entry Doors

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

CREDIT CARDS
Discover, MasterCard, Visa
Financing Available

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

DIAMOND CERTIFIED COMPANY REPORT
www.dccert.org/51

Fact Boxes
Summarizes essential information about the company

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

Diamond Certified Dashboard
Each company's rating results are presented

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

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

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

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

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Find a Diamond Certified Company

- | | | | |
|----|-------------------------------------|----|--|
| 13 | Air Duct Cleaning | 52 | Insurance – Health & Employee Benefits |
| 14 | Air Quality – Indoor | 53 | Kitchen & Bath Contractor |
| 16 | Attic & Crawl Space Cleaning | 55 | Landscape Contractor |
| 17 | Auto Body | 57 | Landscape – Designer & Consultant |
| 20 | Auto Repair | 58 | Landscape Maintenance |
| 22 | Auto Repair – European Specialist | 59 | Lawns – Artificial Turf |
| 23 | Carpet Showroom | 60 | Mover |
| 24 | Closet & Home Office Organizing | 63 | Optometrist |
| 25 | Contractor – Design & Build | 64 | Painting |
| 26 | Contractor – Remodeling & Additions | 69 | Paving Stones |
| 30 | Decks & Patios | 72 | Pest Control |
| 31 | Dentist | 73 | Plumbing |
| 32 | Electrical Contractor | 77 | Real Estate Sales – Agent |
| 35 | Fire Protection | 84 | Roofing |
| 36 | Flooring Showroom | 89 | Shower Enclosures |
| 37 | Foundation Contractor | 90 | Siding Contractor |
| 38 | Garage Doors | 91 | Swimming Pool Contractor |
| 40 | Garage Storage & Organizing | 92 | Termite Control |
| 41 | Gutters | 94 | Tree Services |
| 42 | Handyman – Home Repair | 95 | Valet Parking |
| 43 | Hardwood Floors | 96 | Windows |
| 45 | Health Club | | |
| 46 | Heating & Air Conditioning | | |
| 51 | House Cleaning | | |

AWC cleans air ducts, dryer vents, windows, and gutters for residential and commercial clients in San Mateo, Santa Clara, and San Francisco Counties. The family-owned and operated company utilizes a variety of state-of-the-art cleaning equipment to complete jobs quickly and efficiently (including the newest equipment from Rotobrush), and it also offers pressure washing services and is available 24/7 to answer customers' calls.

Co-owner Carol Frediani says much of AWC's seven decades of success can be attributed to its customer-oriented approach to cleaning. "This company was established in 1946, so we've spent many years developing a reputation for always being there for our clients. They know they can call us any time and we'll be ready to help them with their cleaning needs, and they really appreciate that."

AWC maintains a staff of highly skilled and experienced technicians, all of whom are trained to perform work that adheres to the company's high standards. "We're very particular about the people we hire," affirms co-owner Ron Frediani. "Every technician we send to a customer's home is polite, responsive, on time and professional. Regardless of what a client throws their way, they respond with cheer and get it done."

COMPANY PHILOSOPHY

"We have a lot of respect for our customers, so we care for their homes as if they were our own and do whatever it takes to ensure their satisfaction. Our ultimate goal is to make sure each client has the best possible experience, so if anything goes wrong, we'll be right there to take care of it."

EXCERPTED SURVEY RESPONSES

"They were thorough and able to access difficult areas."—Bruce W.

AWC

(650) 273-5410

Serving San Mateo,
Santa Clara and
San Francisco Counties



AIR DUCT & WINDOW CLEANING



(L to R) Owners Ron, Carol and Joe Frediani

WEBSITE

bayareawindowcleaning.com

EMAIL

info@bayareawindowcleaning.com

MANAGER

Ron, Carol and Joe Frediani, Owners

SERVICES

Air Duct & Dryer Vent Cleaning
Window Cleaning
Gutter Cleaning
Pressure Washing

HOURS

Calls Answered 24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa

BRANDS

Rotobrush, Sorbo

EMPLOYEES

7

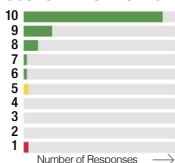
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2391



DIAMOND CERTIFIED RATINGS DASHBOARD based on **125** random customer surveys since September 2016

CUSTOMER SATISFACTION



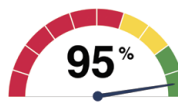
↑ More Satisfied
↓ Less Satisfied

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

DEGREE HVAC, INC.

(650) 530-0989

Serving San Mateo County

DEGREE HVAC

MECHANICAL & PLUMBING



WEBSITE

www.degreehvac.com

EMAIL

info@degreehvac.com

MANAGER

Trini Gudino and Rick Lazzarini, Owners

SERVICES

Indoor Air Quality
 HVAC Maintenance, Installation
 & Repairs
 Plumbing Maintenance, Installation
 & Repairs

HOURS

Mon – Fri: 8am – 4:30pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

1-Year Labor Guarantee
 Manufacturers' Warranties on
 Equipment & Parts

BRANDS

Carrier

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2402

Degree HVAC, Inc. provides a wide range of HVAC and plumbing services for residential, commercial, and industrial clients throughout San Mateo County. In addition to repairing and installing all types of heating, air conditioning, and plumbing systems, the company offers various products and services that are designed to improve indoor air quality.

Owner Rick Lazzarini says much of Degree HVAC's success can be attributed to its customer-oriented business practices. "Our clients spend the majority of their lives inside their homes, so we believe it's important to make those spaces as comfortable as possible. Ultimately, we want each customer to end up with a great system that improves their life for a fair price."

Degree HVAC emphasizes quality control in every aspect of its operations, which Mr. Lazzarini says is important for upholding the high standards set by the company's owners. "From our office staff to our estimators and field managers, everyone who works here is dedicated to providing excellent services and products. We've been able to keep a loyal clientele base over the years, and quality control is a big reason for that."

COMPANY PHILOSOPHY

"We strive to maintain lasting relationships with our clients—their satisfaction is important to us, and we want them to know they can depend on us to be there whenever they have heating, cooling, plumbing or air quality needs. Regardless of the size of the job, we provide every customer with the same level of attention."

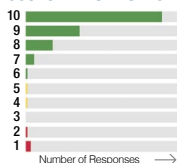
EXCERPTED SURVEY RESPONSES

"They did a really fabulous job, not only solving the immediate problem that I had but also noticing a couple of other problems and helping me find good people to fix them."—Karen P.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 141 random customer surveys since November 2016

CUSTOMER SATISFACTION



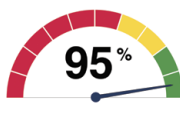
↑ More Satisfied
 ↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 886908
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Techpro Builders provides a wide range of HVAC services for residential and commercial clients throughout San Mateo County. In addition to installing and repairing heating and air conditioning systems made by industry leaders like Daikin and Carrier, the family-owned and operated company has special expertise with smart thermostats, mini-split systems and other products that are designed to improve indoor air quality.

Co-owner Armen Grigorian says Techpro Builders' creative approach to HVAC work has been a key factor in its success. "When we show up at a home and encounter a complicated system, we have to draw upon our knowledge to make that system work properly, and we love those types of challenges. When we're able to provide a comfortable indoor environment for a house full of people, it's a great feeling."

Techpro Builders communicates with its clients during every step of their HVAC projects, which Mr. Grigorian says is important for developing long-term relationships. "We want our customers to contact us whenever they have questions or concerns, even if it's after business hours or on the weekend. They know we'll always be around to help, and they really appreciate that."

COMPANY PHILOSOPHY

"We have two goals on every job: treat the client's home like it's our own and be as responsive as possible. This is a complex industry with a lot of changing technology, so it's important for us to be highly organized and friendly because it shows our customers that all the details of their projects are covered."

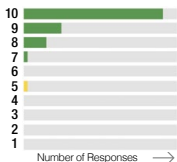
EXCERPTED SURVEY RESPONSES

"They were professional and very precise. They do what they need to do and they have a very good staff."—Alla L.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **55** random customer surveys since February 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. 860715
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

AIR QUALITY - INDOOR

TECHPRO BUILDERS

(650) 720-5970

Serving San Mateo County

TECHPRO BUILDERS

WEBSITE

www.techprobuilders.com

EMAIL

techprobuilders@gmail.com

MANAGER

Armen and Garen Grigorian, Owners

SERVICES

Indoor Air Quality
HVAC Service & Installation
Tankless Water Heaters
Mini-Split Systems
Heat Pumps

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Discover, MasterCard, Visa

GUARANTEES

1-Year Warranty on Labor
Manufacturers' Warranties
on Products

BRANDS

Carrier, Daikin, Mitsubishi

CERTIFICATION/TRAINING

EPA Section 608 Universal Certification

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2522

ATTIC CREW

(650) 238-6897

Serving the Bay Area



WEBSITE

www.atticcrew.com

EMAIL

atticcrewca@gmail.com

MANAGER

Sean Koriat, Owner

SERVICES

Attic & Crawl Space Cleaning
 Insulation & Air Duct Replacement
 HVAC Installation & Maintenance
 Rodent-Proofing

HOURS

Mon – Sat: 8am – 6pm

Sun: 9am – 5pm

GUARANTEES

5-Year Warranty on Labor
 Manufacturers' Warranties on
 Products

BRANDS

Eco Insulation

EMPLOYEES

25

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2515

Attic Crew provides a wide range of attic and crawl space cleaning services for residential clients throughout the Bay Area. In addition to replacing insulation, air ducts and other systems that affect indoor comfort, the company has the training and equipment to seal structures against pest infestations, install and maintain HVAC systems, and more.

Owner Sean Koriat says Attic Crew's customer-oriented business practices have been crucial elements of its success. "We want our clients to be knowledgeable about what's going on in their homes, so we take the time to explain our work and make sure they understand the details of the process. We're able to contribute to tremendous changes in their quality of life, and that's very rewarding."

Attic Crew emphasizes clear communication in every aspect of its work, which Mr. Koriat says is important for ensuring each client has a positive experience. "We make sure our clients feel like they made the right choice in terms of professionalism, competitive pricing and communication. By keeping them updated during their projects, we can ensure they're satisfied with everything we've done for their homes."

COMPANY PHILOSOPHY

"Our goal is to make every customer happy, with no exceptions. We never compromise at 95 percent customer satisfaction—if there's something we can do to get to 100 percent, we'll do it. We always go above and beyond for each client, regardless of the circumstances."

EXCERPTED SURVEY RESPONSES

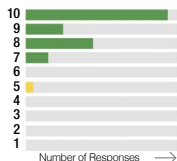
"I would definitely recommend them. I had a problem about a month ago, and they came out immediately and corrected everything."

—Marie L.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 37 random customer surveys since January 2019

CUSTOMER SATISFACTION



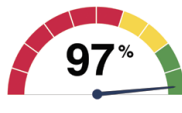
↑ More Satisfied
 ↓ Less Satisfied

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. 1023879
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Cal Auto Body provides a complete range of body and collision, accident-related mechanical, structural, and frame repair services for all types of vehicles at its Colma facility. The family-owned and operated company utilizes a variety of state-of-the-art technology to return customers' cars to their pre-accident conditions, including a computerized paint matching system.

Owner Nana Sarkisian credits Cal Auto Body's success to the personalized approach its technicians and office staff take to dealing with customers, which includes managing issues with insurance companies, offering a courtesy shuttle service, renting cars at 40 percent off and providing constant progress updates. "We enjoy seeing the looks on our customers' faces when they pick up their cars," she says. "All they remember is the extensive damage, so they're usually very surprised and happy when they see the results."

Cal Auto Body is known for its fast turnaround times, which are facilitated by Ms. Sarkisian and her commitment to making the auto body repair process simple and stress-free for every customer. "I'm always on the phone trying to make things go as quickly as possible, especially for people who don't have rental car coverage," she says. "We do everything in our power to return our customers' cars as quickly as possible."

COMPANY PHILOSOPHY

"There's no such thing as a big job or a small job to us—we put the same amount of effort into every vehicle, regardless of the extent of the repairs. Our goal is to achieve complete customer satisfaction by maintaining our reputation for providing high-quality, reliable repairs and continually improving our methods and services."

EXCERPTED SURVEY RESPONSES

"I would recommend them because they do great work."—Arthur S.

CAL AUTO BODY

(650) 273-5401

1132 Hillside Blvd
Colma, CA 94014

Serving the Bay Area



WEBSITE

www.calautobodysf.com

EMAIL

calautobayarea@sbcglobal.net

MANAGER

Nana Sarkisian, Owner

SERVICES

Body & Paint Work
Paint Baking System
Computerized Paint Matching
40% Off on Enterprise Rent-A-Car

HOURS

Mon – Fri: 8:30am – 5:30pm
Sat: 1:30pm – 5:30pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Lifetime Warranty

BRANDS

PPG

EMPLOYEES

6

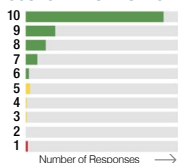
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1791



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

CUSTOMER SATISFACTION



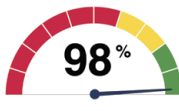
↑ More Satisfied
↓ Less Satisfied

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. 216273
- ✓ Current Complaint File
- ✓ Business Practices

PROLINE AUTO BODY SERVICES, INC.

(650) 937-9731

1021 North Amphlett Blvd
San Mateo, CA 94401

(650) 332-2035

1300 Rollins Rd
Burlingame, CA 94010



A Proline Auto Body Services technician applies paint to a customer's car.

EMAIL

spencer.proline@hotmail.com

MANAGER

Spencer Tse, Owner

SERVICES

Auto Body Repair
Frame Work

HOURS

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

CREDIT CARDS

Amex, MasterCard, Visa

GUARANTEES

Lifetime Warranty on Paint

EMPLOYEES

8

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1931

Proline Auto Body Services, Inc. provides a complete range of body repair services for all types of vehicles at its San Mateo and Burlingame facilities, handling everything from minor dent and scratch removals to frame straightening and paintless dent repairs. The company also offers complimentary pick-up, delivery and shuttle services throughout San Mateo County for its customers' convenience.

Owner Spencer Tse credits much of Proline Auto Body Services' success to its dedication to customer satisfaction, which extends throughout every step of the body repair process. "I personally oversee every job to make sure all the work is being done to the highest standards of quality," he says. "We utilize our many years of experience and state-of-the-art equipment to find the best solutions to our customers' auto body problems."

Proline Auto Body Services also offers professional detailing services that include engine steam cleaning, carpet shampooing, body polishing and more. "When we return a car to a customer, we want them to be impressed with our level of care and attention to detail," says Mr. Tse. "Our customers are always very happy when they get their cars back detailed, and that makes us happy as well."

COMPANY PHILOSOPHY

"We understand each customer's situation is unique, so we tailor our services to meet their specific needs. We put ourselves in our customers' positions and help them any way we can, from providing rental cars to keeping them updated on the progress of their vehicles."

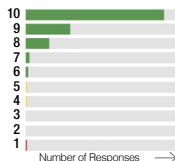
EXCERPTED SURVEY RESPONSES

"They're great, responsive, and they do the work quickly and professionally. Spencer Tse is an excellent manager, the quality of their services is great, and their personalities and the way they treat their customers are great."—Bradford H.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **175** random customer surveys since November 2012

CUSTOMER SATISFACTION

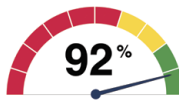


CUSTOMER LOYALTY



"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. 252399
- ✓ Current Complaint File
- ✓ Business Practices

Luxurati - California Auto Body & Repair & Smog provides a complete range of repair services for all types of vehicles at its San Mateo facility, as well as its San Carlos location, San Carlos Collision Center. As a full-service auto shop, the company has the training and equipment to handle everything from body work to general repairs and maintenance, and it also offers free diagnostics for the convenience of its customers.

Manager Ilya Rosenthal credits much of Luxurati's success to its ability to solve a wide variety of vehicle problems under one roof. "The fact that we're trained in both body work and general repairs is very convenient for our customers," he affirms. "Whether they need smog checks or complete engine overhauls, they know they can leave their cars with us and we'll be able to help."

Luxurati takes a meticulous approach to quality control to ensure each customer receives the best possible value. "We double check all our work before we consider the job complete, and we never return a customer's car until it's 100 percent ready," says Mr. Rosenthal. "We believe the key to customer satisfaction is going above and beyond what is expected of us, so that's exactly what we do."

COMPANY PHILOSOPHY

"Our goal is simple: provide our customers with high-quality auto body and repair services that help them get them back on the road as quickly as possible. We've developed a positive reputation based on the quality of our work, and that remains our primary concern on every job, regardless of its size."

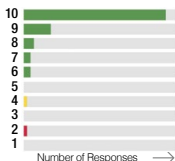
EXCERPTED SURVEY RESPONSES

"They are doing a fantastic job. I recommended them to a number of people and everyone who has used them is so happy. The car doesn't sit in the shop for months and months."—Joanna R.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **59** random customer surveys since October 2016

CUSTOMER SATISFACTION

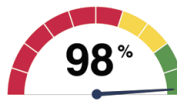


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 277497
- ✓ Current Complaint File
- ✓ Business Practices

LUXURATI - CALIFORNIA AUTO BODY & REPAIR & SMOG

(650) 273-5406

704 N San Mateo Dr
San Mateo, CA 94401

SAN CARLOS COLLISION CENTER

(650) 584-0345

236 Industrial Rd
San Carlos, CA 94070



WEBSITE

www.luxuratiauto.com

EMAIL

car@californiacollision.net

MANAGER

Ilya Rosenthal, Manager

SERVICES

- Auto Body Repair
- Frame Straightening
- Auto Repair & Maintenance
- Smog Checks
- Electrical System Repair
- Transmission & Clutch Service

HOURS

Mon – Fri: 9am – 6pm
Sat: 9am – 5pm

GUARANTEES

- Lifetime Warranty on Paint Jobs
- 1-Year Warranty on Repairs

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2393

T & S AUTO REPAIR

(650) 741-0236

219 Old County Rd, Ste E
San Carlos, CA 94070

Serving the Bay Area



Co-owner Sean Gong prepares to work on a customer's engine.

WEBSITE

www.tsautorepair.com

EMAIL

sean@tsautorepair.com

MANAGER

Sean Gong and Theresa Yee, Owners

SERVICES

Maintenance & Repair of European,
Japanese & Domestic Vehicles

Brakes

Alignments

Suspension Work

Tires

Engines & Transmissions

Electrical Diagnostics

California Smog Inspection Station

HOURS

Mon – Fri: 8:30am – 6pm

Sat: 9:30am – 3pm

Or By Appointment

CREDIT CARDS

Amex, Discover, MasterCard, Visa

CERTIFICATION/TRAINING

NAPA AutoCare Center

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2070

T & S Auto Repair provides a complete range of maintenance and repair services for all types of European, Japanese, and domestic vehicles at its San Carlos facility. The company has the training and equipment to work on everything from tires and brakes to engines and transmissions, and it supplements its general repair services by performing specialized work such as smog repairs, wheel alignments and electrical diagnostics.

Co-owner Sean Gong says T & S Auto Repair's customer-oriented approach to doing business is responsible for much of its success. "Our customers appreciate that we always offer fair prices while still making sure our repairs are right on the spot. This industry is based on referrals, so our ability to satisfy our customers on a continuous basis has been a huge part of growing our business."

T & S Auto Repair prides itself on offering its customers a friendly, clean environment while they wait for their cars to be ready. "We're not a typical repair shop—some of our customers love to just come in and say hi or drop off something for my dogs," says Mr. Gong. "It's like one big family here."

COMPANY PHILOSOPHY

"Our customers' safety is our number one concern, so we always take the time to educate them about what's going on with their cars and answer any questions they have so they can feel more comfortable with the process. We strive to maintain lasting customer relationships that are built on mutual trust and respect."

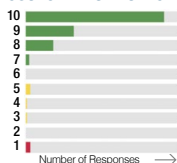
EXCERPTED SURVEY RESPONSES

"I liked the way they handled customers. My car was done when they said it would be and they were very courteous. They will bring your vehicle to you or pick you up. The service is very good."
—Gloria J.



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

CUSTOMER SATISFACTION



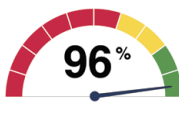
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ State License No. 271576
- ✓ Current Complaint File
- ✓ Business Practices

Luxurati - California Auto Body & Repair & Smog provides a complete range of repair services for all types of vehicles at its San Mateo facility, as well as its San Carlos location, San Carlos Collision Center. As a full-service auto shop, the company has the training and equipment to handle everything from body work to general repairs and maintenance, and it also offers free diagnostics for the convenience of its customers.

Manager Ilya Rosenthal credits much of Luxurati's success to its ability to solve a wide variety of vehicle problems under one roof. "The fact that we're trained in both body work and general repairs is very convenient for our customers," he affirms. "Whether they need smog checks or complete engine overhauls, they know they can leave their cars with us and we'll be able to help."

Luxurati takes a meticulous approach to quality control to ensure each customer receives the best possible value. "We double check all our work before we consider the job complete, and we never return a customer's car until it's 100 percent ready," says Mr. Rosenthal. "We believe the key to customer satisfaction is going above and beyond what is expected of us, so that's exactly what we do."

COMPANY PHILOSOPHY

"Our goal is simple: provide our customers with high-quality auto body and repair services that help them get them back on the road as quickly as possible. We've developed a positive reputation based on the quality of our work, and that remains our primary concern on every job, regardless of its size."

EXCERPTED SURVEY RESPONSES

"They are doing a fantastic job. I recommended them to a number of people and everyone who has used them is so happy. The car doesn't sit in the shop for months and months."—Joanna R.

LUXURATI - CALIFORNIA AUTO BODY & REPAIR & SMOG

(650) 273-5406

704 N San Mateo Dr
San Mateo, CA 94401

SAN CARLOS COLLISION CENTER

(650) 584-0345

236 Industrial Rd
San Carlos, CA 94070



WEBSITE

www.luxuratiauto.com

EMAIL

car@californiacollision.net

MANAGER

Ilya Rosenthal, Manager

SERVICES

- Auto Body Repair
- Frame Straightening
- Auto Repair & Maintenance
- Smog Checks
- Electrical System Repair
- Transmission & Clutch Service

HOURS

Mon – Fri: 9am – 6pm
Sat: 9am – 5pm

GUARANTEES

- Lifetime Warranty on Paint Jobs
- 1-Year Warranty on Repairs

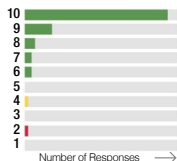
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2393



DIAMOND CERTIFIED RATINGS DASHBOARD based on **59** random customer surveys since October 2016

CUSTOMER SATISFACTION

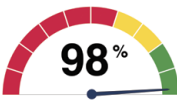


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 277497
- ✓ Current Complaint File
- ✓ Business Practices

KIRBERG MOTORS, INC.

(650) 469-3987

1020 Old County Rd
Belmont, CA 94002



Ralph Kirberg, President

WEBSITE

www.kirbergmotors.com

EMAIL

info1@kirbergmotors.com

MANAGER

Ralph Kirberg, President

SERVICES

Mechanical Repair & Maintenance of All German Automobiles

HOURS

Mon – Fri: 7:30am – 5:30pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

4

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1562

Kirberg Motors, Inc. is a Belmont-based auto shop that provides complete mechanical repairs and maintenance services. The company works on all types of German automobiles, and it's one of the first Bosch Authorized Service Centers in the United States.

President Ralph Kirberg began his career at Kirberg Motors as an apprentice technician under the tutelage of his father, Juergen, who founded the company in 1967. Mr. Kirberg took over ownership in 1983 and relocated the shop to its current location in Belmont. He credits Kirberg Motors' success to its commitment to keeping up with advancements in auto technology and making customer satisfaction its top priority.

Kirberg Motors caters to a customer base that expects quality service and impeccable workmanship in a prompt and timely fashion, says Mr. Kirberg. "Our combination of products, services and purchase consultation makes us a convenient, knowledgeable, one-stop auto repair destination." The company's technicians educate clients, answer their questions and strive to make the repair process as convenient as possible. The shop provides pick-up and drop-off service, can arrange for car rentals, and works with customers' insurance carriers.

COMPANY PHILOSOPHY

"Our philosophy is to provide the highest in customer satisfaction and added value in exchange for our customers' business. We want to establish a personal, one-on-one rapport with all our customers, educate them on the auto repair process, and earn their loyalty and referrals."

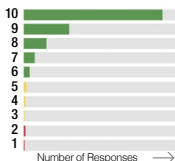
EXCERPTED SURVEY RESPONSES

"They have competitive prices and they're very knowledgeable about the cars they work on. They're also very customer service-oriented. It's easy to do business with them."—Bob G.



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

CUSTOMER SATISFACTION



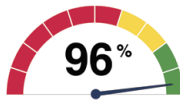
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 3729
- ✓ Current Complaint File
- ✓ Business Practices

Watson's Flooring offers a comprehensive selection of flooring products at its San Carlos showroom, including carpeting, area rugs, hardwood, vinyl and laminate. As an affiliate of nationwide retailer Abbey Carpet & Floor, the family-owned and operated company has access to high-quality products made by leading manufacturers such as American Showcase, Mullican, Daltile, and more. It also offers professional design services that include one-on-one consultations and free measurements and estimates.

Owner John Larson began his flooring industry career as a carpet installer's assistant, and he says his ability to perform installations allows Watson's Flooring to offer a high level of customer service both in-store and in clients' homes. "We're constantly striving to take our service to the next level. We do whatever it takes to make sure our customers are completely comfortable with the services and products we provide."

Watson's Flooring is known for its hands-on approach to quality control—if a customer ever has a problem with their flooring, Mr. Larson will personally come to their home to fix it. "I want our customers to know that our work doesn't end when the installation or sale is complete," he says. "If they have a problem, they can call us any time and we'll help them however we can."

COMPANY PHILOSOPHY

"Our customers always come first in everything we do. We strive to give every customer peace of mind and provide a personal touch that has become a rarity in the flooring industry."

EXCERPTED SURVEY RESPONSES

"They are reasonable, honest and responsive. I use them for all of my listings and housings when I need them."—John S.

WATSON'S FLOORING

(650) 318-6015

990 Industrial Rd, Ste 103
San Carlos, CA 94070

Serving All of San Mateo County



Watson's Floor Coverings

An Abbey Carpet & Floor Showroom



A laminate and wood flooring display inside Watson's Flooring's San Carlos showroom

WEBSITE

www.sancarlos.abbeycarpet.com

EMAIL

watsonfloors@sbcglobal.net

MANAGER

John Larson, Owner
Ken Watson, Partner

SERVICES

Area Rugs
Carpet
Hardwood Floors
Laminate
Resilient/Vinyl

HOURS

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

BRANDS

American Showcase, Anso Caress, Armstrong, Congoleum, Daltile, Milliken, Mullican, Softique

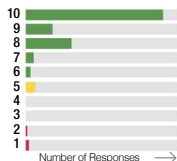
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1834



DIAMOND CERTIFIED RATINGS DASHBOARD based on 150 random customer surveys since February 2012

CUSTOMER SATISFACTION



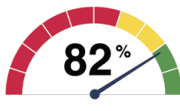
↑ More Satisfied
↓ Less Satisfied

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. 594084
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CLOSET FACTORY

(650) 212-5664

1000 Commercial St, Ste B
San Carlos, CA 94070

Serving the Greater Bay Area



WEBSITE

www.closetfactory.com

EMAIL

cfleads@gmail.com

MANAGER

Uri Rosenberg, CEO

SERVICES

Custom Closets
Home Offices
Laundry Rooms
Garage & Pantry Organization
Wall Beds & Murphy Beds

HOURS

Mon – Fri: 9am – 5pm
Sat: 10am – 4pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

Lifetime Warranty

EMPLOYEES

45

CERTIFICATION/TRAINING

EPA Lead-Safe Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2143

Closet Factory provides a variety of home organization and storage services for clients throughout the Greater Bay Area. In addition to organizing closets, home offices, garages, laundry rooms, pantries and other indoor spaces, the company has the in-house capabilities to design and install wall beds and entertainment centers, build storage systems in craft rooms and wine cellars, and more.

CEO Uri Rosenberg credits much of Closet Factory's success to its customer-oriented approach to the home organization and storage process. "We're known for our high levels of quality, both in terms of our products and the way we treat our clients, and that means always putting the needs of our customers first," he says. "Our favorite part of every job is seeing how happy the client is with the end results."

Closet Factory also offers free design consultations to homeowners who prefer to take a DIY approach to their organization projects, and its website features an interactive design board that allows clients to formulate and visualize ideas for accessories, finishes, and other project details. "We make sure every job is customized to the individual," says Mr. Rosenberg. "Installing a nice storage system can be a big investment, so we really focus on giving our customers the best value for their money."

COMPANY PHILOSOPHY

"Our goal is simple: ensure every customer is 100 percent satisfied with the results of our work. From the design stages to the actual installation work, everything we do is geared toward making our clients feel happier and more organized in their homes."

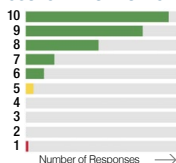
EXCERPTED SURVEY RESPONSES

"I would recommend them. I think the best parts are the good quality and timely work. The job was done quickly and exactly as scheduled."—Alex N.



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

CUSTOMER SATISFACTION

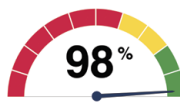


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 931740
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Norwell Design/Build provides residential remodeling and new construction services for clients throughout the San Francisco Peninsula. The company focuses on whole house remodels, room additions and new homes; carries a full selection of kitchen and bathroom cabinetry; and offers a single point of responsibility of architectural service and construction from concept to completion.

Michael Sullivan, a partner in Norwell Design/Build, says the company’s approach allows each client to unlock their home’s hidden potential with thoughtful and innovative designs. “Our clients are often amazed at how much detail is involved in a typical home remodel, and they’re relieved to have a company with a holistic perspective that can help them navigate all their choices while taking full advantage of their homes’ underlying values.”

Although Norwell Design/Build uses state-of-the-art Computer Aided Design (CAD) technology to create design and construction drawings, partner Ian Wheeler says that effective listening is the company’s number one design tool. Norwell offers free, in-home consultations to outline its approach in detail, and it always listens to what clients have to say about their projects.

COMPANY PHILOSOPHY

“We’ve specifically developed our services to respond to the demands of residential remodeling—from preliminary design through permitting and construction. Our approach considers not only the immediate scope of a remodeling project but how it integrates with the rest of a home, both aesthetically and functionally. We strive to always provide a high level of service, effective communication, and quality materials and construction.”

EXCERPTED SURVEY RESPONSES

“They were very customer-oriented and totally focused on customer satisfaction.”—Carol Z.

**NORWELL DESIGN/
BUILD**

(650) 323-1142

960 N San Antonio Rd, #121
Los Altos, CA 94022

Serving the South Bay Area
and Peninsula

NORWELL

WEBSITE

www.norwell.com

EMAIL

info@norwell.com

MANAGER

Michael Sullivan, Owner
Ian Wheeler, Owner

SERVICES

Design & Build
Kitchens & Bathrooms
Remodels & Renovations

HOURS

By Appointment Only

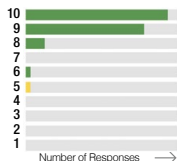
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/997



DIAMOND CERTIFIED RATINGS DASHBOARD based on **61** random customer surveys since December 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. 840498
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

SPRINGS CONSTRUCTION

(650) 720-5949

881 Hurlingame Ave
Redwood City, CA 94063

Serving the Central Bay Area



WEBSITE

www.springsconstruction.com

EMAIL

info@springsconstruction.com

MANAGER

Jim Adkins, President

SERVICES

New Home Construction
Additions, Remodels & Basements
Kitchens & Bathrooms
Fire Restoration
Project Management
Pre-Construction Services

HOURS

Mon – Fri: 7:30am – 4pm

CERTIFICATION/TRAINING

Certified Green Building Professionals,
Build It Green
NKBA Certified Kitchen Designers
California Council for Interior Design
Certification (CCIDC)
Certified Aging-in-Place Specialist
(CAPS), NAHB
EPA Lead-Safe Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/471

Since 1959, Springs Construction has partnered with homeowners to provide residential remodeling services across the Bay Area. From building new homes to remodeling kitchens and bathrooms, Springs Construction strives to be the “go-to” contractor for clients who want top-quality finished products.

The company offers a full range of construction services with a team of project managers who will handle as much of the construction process as clients wish, from pre-construction service, construction, interior design and furnishing to “turnkey” job completion. “We love complex building processes, from the challenges that retest our skills to the joy we see in our clients’ faces as they begin to enjoy their finished homes,” says President Jim Adkins. “We’re with our clients every step of the way.”

Springs Construction’s methodology for building is the same regardless of the size of the project: proper planning, talented trade professionals, and great methodology and follow-up. The company’s management team is led by a team of professionals, each chosen for their field expertise and to match the client’s needs.

COMPANY PHILOSOPHY

“From the idea to completion, every detail counts to make a home flawless. Our customer-focused, proactive approach to construction ensures we stay on time and within budget. We are building and remodeling homes for our clients to be proud of and enjoy for a lifetime.”

EXCERPTED SURVEY RESPONSES

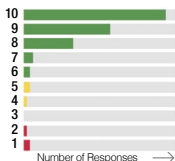
“They always deliver what they promise. Also, if there’s anything I’m not satisfied with, they take care of it.”—Stephen M.

“They were very easy to work with, reliable, and they gave us high-end results.”—Sue C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **101** random customer surveys since September 2004

CUSTOMER SATISFACTION



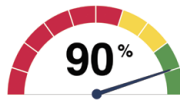
↑ More Satisfied
↓ Less Satisfied

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. 232003
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Matthew W. Johnson, General Contractor provides residential remodeling services for San Mateo County residents. The company focuses on remodeling kitchens and bathrooms and building home additions, and its detailed design process allows for over-the-counter permit approvals in most cases.

Owner and company namesake Matthew Johnson (who recently won a Best of Houzz 2017 Service award) began his construction career as a laborer in the 1970s. Mr. Johnson completed a four-year apprenticeship program soon after and worked as a journeyman carpenter, foreman, and project superintendent for several years. In 1983, he earned his general contractor's license and started remodeling residential properties of all sizes. "Over the years, I've created an agenda that helps homeowners consider all the aspects of their remodeling projects," he says.

Matthew W. Johnson, General Contractor is meticulous about the way it works in clients' homes. Mr. Johnson says keeping worksites safe and clean is his company's primary concern. "My crews, subcontractors, and I always work quickly and diligently, with minimum inconvenience to homeowners and their families." To see examples of past work, Mr. Johnson invites potential customers to visit www.amorepleasanthome.com.

COMPANY PHILOSOPHY

"We understand that many remodeling contractors have poor reputations, and we work hard to reverse those stereotypes and improve our industry by offering high-quality work and unrivaled customer service. From the way we greet people on the phone to how we behave on jobsites, we strive to make each client's experience a positive one."

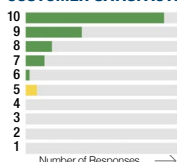
EXCERPTED SURVEY RESPONSES

"He was here when he said he would be, and he was very conscientious and respectful."—Mr. & Mrs. B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **68** random customer surveys since April 2005

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 445859
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

MATTHEW W. JOHNSON, GENERAL CONTRACTOR

(650) 469-3908

Serving San Mateo County



A kitchen by Matthew W. Johnson, General Contractor

EMAIL

Matt@AMorePleasantHome.com

MANAGER

Matthew W. Johnson, Owner

SERVICES

Residential Remodeling
Bathrooms & Kitchens
Additions

HOURS

Mon – Fri: 8:30am – 5pm

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/670

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

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.”

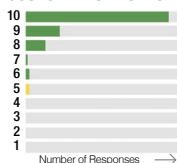
EXCERPTED SURVEY RESPONSES

“They follow through when they tell you something. I’ve used them three times. Each time they were perfect. Every time they came in under budget, which is rare with contractors.”—C.R.



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

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

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

G. D. Enterprise provides custom construction and remodeling services for residential clients throughout the San Francisco Peninsula. In addition to remodeling kitchens and bathrooms, building new homes and room additions, and renovating entire houses, the company can install skylights and other products.

Owner Gregory Danz says his favorite part of the remodeling business is solving the challenges that often arise during custom construction projects. "There aren't many variables with new construction, but remodeling projects require a lot of shifting and problem solving in order to make the new work blend with the old. That's the sort of thing that inspires us to go above and beyond our clients' expectations."

G. D. Enterprise's ability to handle most phases of construction in-house (rather than delegating the work to subcontractors) ultimately saves its clients time and money. "We're more knowledgeable about the different construction trades than most contractors," says Mr. Danz. "The amount of services we provide in-house really sets us apart from our competition."

COMPANY PHILOSOPHY

"We treat our customers the way we'd want to be treated: by clearly explaining every aspect of our work and educating them about all their options. This is a referral-based business, so our ultimate goal is to ensure total customer satisfaction, and we achieve that by making sure every client receives a high-quality job at a reasonable price."

EXCERPTED SURVEY RESPONSES

"They're efficient, very organized, helpful, and they communicated well. Their workmanship was excellent. My husband used to be a journeyman carpenter and he was satisfied."—Cathy T.

G. D. ENTERPRISE

(650) 409-1232

Serving the Peninsula



A recent residential remodeling project by G. D. Enterprise

WEBSITE

www.danzconstruction.com

EMAIL

gdanzenenterprises@gmail.com

MANAGER

Gregory Danz, Owner

SERVICES

- New Home Construction
- Whole House Renovations
- Room Additions/Garages/Carports
- Kitchen & Bathroom Remodeling

HOURS

Mon – Fri: 8am – 5pm

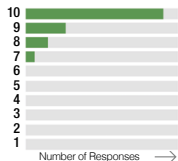
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1883



DIAMOND CERTIFIED RATINGS DASHBOARD based on **47** random customer surveys since July 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. 640215
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

M&M BUILDERS**(650) 815-6467**Serving San Mateo
and Santa Clara Counties**M&M BUILDERS**
Building Quality and CraftsmanshipA recent deck and arbor project by
M&M Builders**WEBSITE**www.deckandarbor.com**EMAIL**mark@deckandarbor.com**MANAGER**

Mark von Dohren, Owner

SERVICESDesign and Build
Redwood and Ipe Wood Decks
Trex and TimberTech Synthetic Decks
Arbors, Trellises and Patio Overhangs
Retaining Walls
Exterior Carpentry**HOURS**

Mon – Fri: 8am – 5pm

EMPLOYEES

6

CERTIFICATION/TRAINING

TimberTech Certified, Trex Certified

DIAMOND CERTIFIED COMPANY REPORTwww.dccert.org/1418

M&M Builders' number one goal is to design, create and build outstanding Trex, redwood or Ipe decks, along with beautiful arbors and backyard living spaces. "I take great care to listen and focus on needs, details and challenges on every project," says owner Mark von Dohren. "Then, I mix those with correct proportion, balance, form and color to create an original design. My team and I then transform the design into reality using the best materials and craftsmen available to achieve building excellence. My personal commitment to my customers is to exceed all their expectations."

Equally passionate about giving back to its community, M&M Builders has donated \$60,000 to local and global causes. To see more than 400 pictures of the company's work, Mr. von Dohren invites potential customers to visit www.deckandarbor.com. M&M Builders serves Los Altos, Palo Alto, Los Gatos, Saratoga, Mountain View and Almaden Valley, as well as all of Santa Clara County and most of San Mateo County.

COMPANY PHILOSOPHY

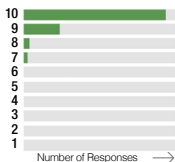
"Customer service is my number one priority, from promptly returning phone calls to the quality of my work to finishing up every last detail—it all matters to me because I truly care about my customers."

EXCERPTED SURVEY RESPONSES

"They do beautiful work. They are very knowledgeable and skilled. I also like Mark's personal attention to customer service."—N. S. D.

"Mark was here all the time. He and his workers were responsible, helpful, and they did a great job."—Joan L.

"They are responsive to suggestions and changes. They do a very high-quality job."—J. B. A.

**DIAMOND CERTIFIED RATINGS DASHBOARD** based on **99** random customer surveys since September 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. 450459
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Lei Luo, D.D.S. Family & Implant Dentistry provides general dentistry services for all types of patients (including children) at its San Bruno facility. The practice has the training and equipment to handle everything from routine cleanings and checkups to specialized work like root canal and gum disease treatments, and it also offers a complete range of dental implant services to patients who want to replace missing or extracted teeth.

Dr. Luo and his employees prioritize communication throughout every step of the dental process, from explaining each patient's options before work begins to following up with them after their treatment has been completed. "We also hold daily, weekly and monthly meetings to make sure we're giving our patients the highest levels of quality," he adds. "Everything we do is designed to ensure they receive the most comprehensive care available."

Lei Luo, D.D.S. Family & Implant Dentistry has been named one of America's Top Dentists by the Consumers' Research Council of America for the past 10 years, an honor Dr. Luo attributes to the practice's patient-oriented approach to dentistry, especially when it comes to implant work. "Dental implants change people's lives in a significant way, so we love being able to give our patients new smiles and improve their oral health. They really appreciate how hard we work to provide them with satisfactory service."

COMPANY PHILOSOPHY

"Our patients are our most important asset, so we focus on providing them with the best possible dental service and developing long-lasting, trusting relationships with them. We take great satisfaction in helping every patient achieve and maintain their optimal oral health."

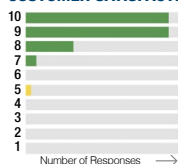
EXCERPTED SURVEY RESPONSES

"The office was very good, courteous, and they were very happy to see me."—Emmett L.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **66** random customer surveys since March 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. 51498
- ✓ Current Complaint File
- ✓ Business Practices

LEI LUO, D.D.S. FAMILY & IMPLANT DENTISTRY

(650) 718-5793

560 Jenevein Ave
San Bruno, CA 94066

Serving the Bay Area

WEBSITE

www.dentistsanbruno.com

EMAIL

leiluodds@gmail.com

MANAGER

Dr. Lei Luo, President

SERVICES

General Dentistry
Dental Implant Treatment
Traditional & Clear Braces
Veneers
Teeth Whitening

HOURS

Mon: Closed
Tue, Thu: 9am – 7pm
Wed, Fri, Sat: 9am – 6pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

5-Year Warranty on Cosmetic Treatments
3-Year Warranty on Implant Treatments

BRANDS

Invisalign®

EMPLOYEES

8

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2491

MR. ELECTRIC OF SAN MATEO

(650) 898-7996

Serving San Mateo County
and San Francisco



Owner Jeff Balich and one of Mr. Electric of San Mateo's service vehicles

WEBSITE

www.mrelectric.com/san-mateo

EMAIL

jeff@mjbelfco.com

MANAGER

Jeff Balich, Owner

SERVICES

Residential Repairs
Upgrades
Remodels

HOURS

Mon – Fri: 8am – 4:30pm

CREDIT CARDS

Amex, MasterCard, Visa

GUARANTEES

100% Satisfaction Guarantee

EMPLOYEES

5

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/554

Mr. Electric of San Mateo provides a host of electrical services for clients in San Mateo County and San Francisco, including whole-house rewiring and electrical panel upgrades. The company also offers hot tub and spa wiring and can install smoke detectors, recessed lighting, and whole-house surge protectors.

Family-owned and operated since 1970, Mr. Electric of San Mateo takes pride in offering detailed electrical contracting services to “thousands of satisfied customers,” says owner Jeff Balich, who acquired the company from his father, Martin, in 1995.

Mr. Electric of San Mateo's customer service-oriented electricians are residential specialists who are trained in electrical repairs, remodels and installations. Also, the company adheres to a “Straight Forward Pricing™” policy that lets customers know a job's price before work begins.

COMPANY PHILOSOPHY

“We've been faithfully serving our clients since 1970, so we have a wealth of experience and desire to exceed their electrical needs. We're so confident in the quality of our work that we offer a 100 percent satisfaction guarantee. It's just another way to focus on the satisfaction of our customers and solidify our dedication to them.”

EXCERPTED SURVEY RESPONSES

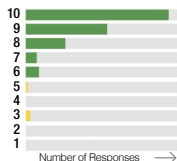
“They scheduled the work quickly, showed up on time, and did the work with a lot of flexibility and intelligence.”—David K.

“They really personalize the service and explain the pros and cons of using different kinds of technology. They are very helpful that way.”
—Nadine N.



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

CUSTOMER SATISFACTION



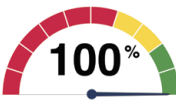
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 1007730
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Aren Electric Co., Inc. provides a variety of electrical repair and installation services for residential and commercial clients throughout the Peninsula. In addition to handling electrical wiring circuits for appliances, lighting, receptacles and other household applications, the company specializes in electrical panel upgrades, performs comprehensive electrical safety inspections and more.

Owner Gerry Reyes says his favorite part of being an electrical contractor is interacting with clients and utilizing his electrical expertise to help them in difficult situations. "Having an electrical hazard can be very stressful for a lot of homeowners, so our goal is to handle the work professionally and safely so our clients can relax and return to their normal lives. At the end of the day, we want them to be 100 percent satisfied with our work."

Aren Electric Co. maintains a fleet of service trucks that are fully stocked with thousands of electrical parts, which allows the company to complete repair and installation jobs as quickly as possible. "We call them our 'mobile warehouses,'" says Mr. Reyes. "By having all those parts at our immediate disposal, we can effectively solve all types of electrical problems."

COMPANY PHILOSOPHY

"Customer service is our top priority, so we work hard to safely solve our clients' electrical problems and make them feel completely at ease. We understand the importance of listening to our customers—if they ever have a problem or concern, they know they can come to us and we'll immediately take care of it."

EXCERPTED SURVEY RESPONSES

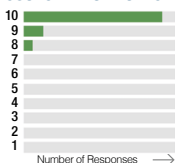
"They're honest, trustworthy and very good."
—Donna L.

"They've done quite a bit of work for me and it has been trouble-free."—James Y.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **94** random customer surveys since August 2012

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 664954
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

AREN ELECTRIC CO., INC.

(650) 564-3636

Serving the Peninsula



WEBSITE

www.arenelectric.com

EMAIL

gerry@arenelectric.com

MANAGER

Gerry Reyes, Owner

SERVICES

Electrical Repairs & Installations
Electrical Wiring
Electrical Panel Upgrades
Electrical Safety Inspections
New Circuit Installations
Electrical Switch Wiring
Outdoor Lighting Installations
Residential & Commercial

HOURS

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

CREDIT CARDS

MasterCard Visa

GUARANTEES

3-Year Warranty on Electrical Panel Upgrades
2-Year Guarantee on All Work

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1903

SERGE ELECTRIC

(650) 530-0979

Serving the Greater Bay Area



Sergey Ivanov, Owner

WEBSITE

www.sergeelectric.com

EMAIL

serge_electric@yahoo.com

MANAGER

Sergey Ivanov, Owner

SERVICES

Electrical Installations & Repairs
Wiring & Rewiring
Electrical Design
Electrical Audits
Panel Replacements

HOURS

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

GUARANTEES

1-Year Warranty on All Work

EMPLOYEES

3

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2326

Serge Electric provides a complete range of electrical services for residential, commercial and industrial clients throughout the Greater Bay Area. The company handles all types of electrical jobs, from small tasks like installing light switches and replacing panels to complex projects like designing and installing lighting systems for new construction homes, and it can also perform electrical audits for customers who want to reduce their energy usage.

Owner Sergey Ivanov credits much of Serge Electric's success to its ability to effectively manage every step of its clients' electrical projects. "We take care of everything from beginning to end, which makes a big difference when it comes to ensuring positive experiences for our customers," he says. "By thoroughly explaining our work and providing high-quality products, we're able to make them feel comfortable throughout the process."

Serge Electric maintains a staff of highly skilled technicians, all of whom are trained to keep up with the latest advancements in the electrical industry. "Everyone who works here possesses years of on-the-job experience," affirms Mr. Ivanov. "With our comprehensive knowledge and troubleshooting capabilities, our clients can rest assured that their projects are in good hands."

COMPANY PHILOSOPHY

"Our commitment to high-quality work, ability to offer a wide range of electrical services and dedication to customer service set us apart in this industry. Regardless of the size of the job, our clients can expect to receive friendly, professional service that leaves them 100 percent satisfied."

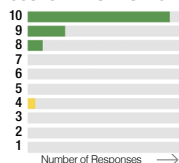
EXCERPTED SURVEY RESPONSES

"They're accommodating, reliable, skilled and straightforward."—V. M. C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 27 random customer surveys since February 2016

CUSTOMER SATISFACTION



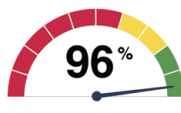
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 872683
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Statcomm Inc. is a complete fire alarm and life safety company that's able to assist clients throughout the Greater Bay Area with tests and inspections required by the National Fire Protection Association (NFPA) and State of California. All of the company's inspectors and technicians are California State Certified. As a multi-faceted fire and life safety company, Statcomm tests, inspects, services, designs, and installs fire alarms and fire sprinklers; services, designs and installs automatic gates, doors, and tele-entry/access control systems; and provides exit and emergency light testing and NFPA 25 five-year certifications.

Because Statcomm is a provider of multiple services, it can provide clients with a single source for critically important safety services, which simplifies the lives of property/community managers, building and facility owners/managers, and individual homeowners.

The company provides 24/7 emergency service and two-hour technician response time. "With more than 25 years in this industry, we're one of the most knowledgeable and capable fire and life safety companies around," says Executive Administrator Laura Yules.

Ms. Yules says Statcomm's diverse experience and dedication to quality workmanship and responsiveness enable it to provide exceptional service and build lasting relationships with its clients. "We run our business like a family, and we treat our customers as part of that family."

COMPANY PHILOSOPHY

"We keep a small-company attitude to maintain a high level of customer satisfaction. A department manager is always available during business hours so customers can reach someone who can provide solutions to a problem. We believe the only way to do a job is to do it right."

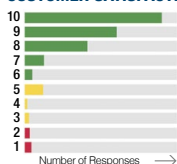
EXCERPTED SURVEY RESPONSES

"They are very reliable, honest, professional, and they really know what they are doing."—Judy P.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **425** random customer surveys since September 2006

CUSTOMER SATISFACTION



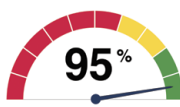
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 675521
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

STATCOMM INC.

(650) 988-9508

(888) 988-9508

939 San Rafael Ave, Ste C
Mountain View, CA 94043

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

STATCOMM INC.
Engineering · Installation · Service

WEBSITE

www.statcomm.com

EMAIL

busdevteam@statcomm.com

MANAGER

Laura Yules, Executive Administrator

SERVICES

Fire Alarm Systems, Fire Sprinkler Systems, Fire Extinguishers, Life Safety Systems, Installation & Maintenance, Testing & Certification, UL Certified Installations, Automated Gates & Doors, Access Control

HOURS

Mon – Fri: 8am – 4:30pm
24/7 Emergency Service

CREDIT CARDS

MasterCard Visa

GUARANTEES

Guaranteed 2-Hour Emergency Response Times

CERTIFICATION/TRAINING

National Fire Protection Association
Portable Fire Extinguisher Servicing License

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/948

ABBEY CARPET & FLOOR

A DBA OF SAN MATEO CARPETS, INC.

(650) 720-5959

626 Santa Cruz Ave
Menlo Park, CA 94025

(650) 924-2926

101 N. Amphlett Blvd
San Mateo, CA 94401



Nancy Stanton, Owner

WEBSITE

www.MenloPark.BuyAbbey.com
www.SanMateo.BuyAbbey.com

EMAIL

info@abbeycarpets.biz

MANAGER

Nancy Stanton, Owner

SERVICES

Sales & Installation	Hardwood
Laminates	Vinyl
Carpet	Area Rugs

HOURS

Mon – Fri:	9am – 5pm (San Mateo)
Sat:	10am – 5pm
Mon – Fri:	10am – 6pm (Menlo Park)
Sat:	10am – 5pm

CREDIT CARDS

Amex, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/663

Abbey Carpet & Floor is a full-service flooring company serving clients throughout the Peninsula. The company’s all-inclusive business approach includes two showrooms from which customers can have measurements performed, receive estimates, and purchase carpet, hardwood, laminate, and vinyl flooring for installation. Abbey Carpet & Floor has flooring from all top manufacturers and high-quality wools from designer resources. Some of the manufacturers include Shaw, Mohawk, Tuftex and Karastan.

Abbey Carpet & Floor is individually owned and operated by Nancy Stanton. Joining the national buying group of Abbey Carpet & Floor, her stores gained the purchasing power of a very large company, which enables her to pass savings to her customers while maintaining the personal service approach and individuality of their family business.

As an added benefit to its clients, Abbey Carpet & Floor offers a 60-day Satisfaction Guarantee and Lifetime Guarantee on Alexander Smith, American Showcase, and any label displaying Premier Stainmaster. To see samples of Abbey Carpet & Floor’s vast product lines, the company invites customers to visit its showrooms in San Mateo and Menlo Park or its website at www.abbeycarpets.com.

COMPANY PHILOSOPHY

“We put a significant emphasis on customer service, even after the sale, and we enjoy developing lifetime relationships with our customers. It’s important to thank our customers for putting their trust in us and inviting us into their homes. Our customers know the money they spend with us stays in their communities.”

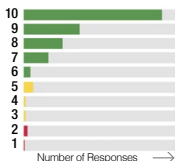
EXCERPTED SURVEY RESPONSES

“I just feel that we’ve had great direction from them, and they’ve provided great customer service.”—Norma I.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **298** random customer surveys since April 2005

CUSTOMER SATISFACTION



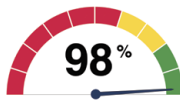
↑ More Satisfied
↓ Less Satisfied

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. 755546
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ENGINEERED SOIL REPAIRS, INC.

(650) 648-3998

Serving the San Francisco Bay Area and Northern California



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

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

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

COMPANY PHILOSOPHY

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

EXCERPTED SURVEY RESPONSES

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

WEBSITE

www.esrweb.com

EMAIL

customerservices@esrweb.com

MANAGER

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

SERVICES

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

HOURS

Mon – Fri: 8:30am – 5pm

EMPLOYEES

80

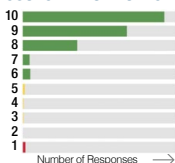
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/38



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

CUSTOMER SATISFACTION



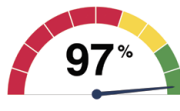
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

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

DOOR PROS

(650) 924-1949
(415) 742-1924

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

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."

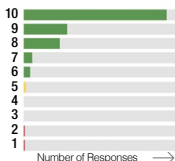
EXCERPTED SURVEY RESPONSES

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



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

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

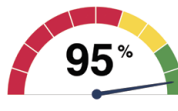
Number of Responses →

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 958861
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

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

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

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

COMPANY PHILOSOPHY

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

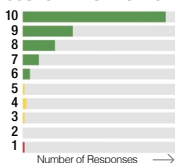
EXCERPTED SURVEY RESPONSES

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



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

CUSTOMER SATISFACTION



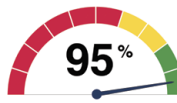
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

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

PRECISION DOOR SERVICES OF THE BAY AREA

(650) 450-8988

Serving San Mateo County and the Surrounding Areas



WEBSITE

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

EMAIL

patpremise14@gmail.com

MANAGER

Amie & Patrick Prendergast, Owners

SERVICES

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

HOURS

24/7

CREDIT CARDS

Amex, MasterCard, Visa

EMPLOYEES

18

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2235

PREMIERGARAGE

(650) 720-5913
(877) 735-8517

1148 Chess Drive
 Foster City, CA 94404



Nick Granato (L), Veny Pirochta and Scott McWhirter are owners of PremierGarage.

WEBSITE

www.bayareagarageflooring.com

EMAIL

bayarea@premiergarage.com

MANAGER

Veny Pirochta, Scott McWhirter, Nick Granato, Justin Granato, Owners

SERVICES

- Garage Cabinets & Storage Systems
- Garage Floor Coatings
- Garage Overhead Racks
- Closet & Home Organizational Systems Installation
- Work Bench Areas
- Wall Beds
- Modular Closets, Home Offices, Mudrooms & Pantries

HOURS

Mon – Fri: 8am – 5pm
 Sat & Evenings: By Appointment Only

CREDIT CARDS

Amex, Discover, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1521

PremierGarage installs floor coatings, custom modular cabinets and organizers, and provides other storage solutions for Bay Area clients' garages. The company uses high-quality materials and installation techniques and offers free, in-home consultations and estimates.

Owned by the four-man team of Veny Pirochta, Scott McWhirter, Nick Granato and Justin Granato, PremierGarage combines the buying power of a national company with the personal service of a locally owned store. Its owners pride themselves on being very hands-on and personally involved with each project. They communicate with customers and crews to ensure expectations, schedules, and budgets are being met, and they're immediately accessible should questions or problems arise.

A garage is more than a place to park a car, says Mr. Granato. Whether customers want to craft a workshop, create a hobby area, add a game room or just streamline a storage solution, PremierGarage can help. The company also offers what it calls a "Premier Difference," which guarantees best-in-class products and services at every stage of a garage project.

COMPANY PHILOSOPHY

"Our mission is to give all our customers a 'premier' experience. The purpose of our company is to improve the lifestyles of our clients—that means paying attention to detail and getting all the little things right, not just the big ones."

EXCERPTED SURVEY RESPONSES

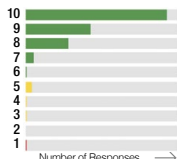
"They are the best. They really know what they're doing, they have a good product and everyone loves my new flooring."—Sandra H.

"I've used them twice and referred them to many people. They do good work and they are very professional about what they do."—Adam D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **300** random customer surveys since April 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. 894280
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

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.

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

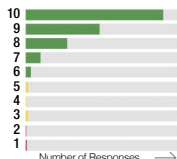
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/83



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

CUSTOMER SATISFACTION



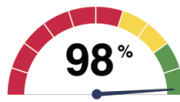
↑ More Satisfied
↓ Less Satisfied

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

HPS PALO ALTO, INC.

(888) 844-0007

Serving All of the
Mid-Peninsula,
From San Francisco
to Pebble Beach



WEBSITE

www.homepreservation.com

MANAGER

Steve Spratt, President/Founder

SERVICES

Home Repairs, Maintenance
& Preservation
Independent Project Management
Consultation & Testing:
Construction, Remodeling,
Environment & Energy
Gutter Protection & Rain Water Systems
Free Residential Evaluations

HOURS

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

CREDIT CARDS

MasterCard Visa

CERTIFICATION/TRAINING

Rain Technologies Installer

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1721

HPS Palo Alto, Inc.'s flagship service, Stewardship, consists of quarterly visits to perform strategic maintenance services that help homeowners realize full enjoyment and value from their homes. Stewardship bundles 260 critical service tasks that help maintain function, reduce energy usage, preempt costly emergencies and maximize durability.

HPS is also a licensed general contractor and offers a full range of quality construction services exclusively for Stewardship program clients. Founded by builder Steve Spratt in 1995, Stewardship offers clients the security of automatic, ongoing services to keep their homes in top condition 24/7. Today, the program is a national model for managing the physical aspects of homeownership.

HPS Palo Alto is family-run, and its technicians are neat, friendly, prompt and specially trained across multiple trades. HPS personally meets with each client to design a service and repair program specifically to their needs.

COMPANY PHILOSOPHY

“Our goal is to help protect each client’s investment in their home and transform it into a safe, nurturing refuge. We are a family business that prides ourselves on delivering home services of the highest possible quality. We believe our long success is due to building extraordinary relationships with our clients, employees and trusted local specialists.”

EXCERPTED SURVEY RESPONSES

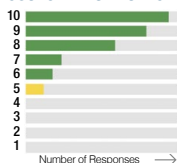
“They have excellent service and they’re very responsive. They have been great.”—Stephen W.

“They were very responsive. They did everything quickly and they were very professional.”
—MacDowell H.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 97 random customer surveys since February 2011

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

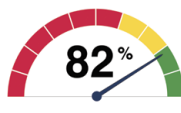
Number of Responses →

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 782552
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

McDecor Inc. specializes in the installation of hardwood, laminate, carpet and tile floor coverings, as well as hardwood floor refinishing, for residential and commercial customers in San Mateo County and San Francisco. The family-owned and operated company of more than 40 years also installs window coverings like draperies and shutters, and it utilizes its general contractor's license to remodel kitchens and bathrooms to the exact specifications of its customers.

Owner Paul Nazarian credits much of McDecor's success to its customer-oriented approach to the flooring installation process. "Referrals are everything in this business, so we focus on making sure our customer service is the best it can be," he says. "We want every client to be so happy with their project that they return in the future and recommend us to their friends and family."

McDecor's ability to design projects in-house effectively makes it a "one-stop shop" for all its customers' flooring needs. "Since we have our own designers, we're able to match our customers with the right products for their specific projects," says Mr. Nazarian. "Once we present all their installation and design options, it is easier for them to make informed decisions, which they really appreciate."

COMPANY PHILOSOPHY

"Our customers are very important to us, so we work hard to be customer service-oriented in everything we do. We utilize our resources and industry experience to provide quality flooring that allows our clients to achieve the looks they want for their homes and businesses."

EXCERPTED SURVEY RESPONSES

"They have high integrity and they're very customer service-oriented."—Maria P.

MCDECOR INC. (650) 239-6049

117 South B St
San Mateo, CA 94401
Serving San Mateo County
and San Francisco



Paul Nazarian is owner of McDecor Inc.

WEBSITE

www.flooringamericabayarea.com

EMAIL

caminosanmateo@gmail.com

MANAGER

Paul, Ladan & Mike Nazarian, Owners

SERVICES

Floor Coverings: Hardwood, Laminate, Carpet & Tile
Hardwood Floor Refinishing
Kitchen & Bathroom Remodeling
Window Coverings

HOURS

Mon – Fri: 8am – 5pm
Sat: 10am – 3pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

5-Year Warranty on Labor
Manufacturers' Warranties on Products

CERTIFICATION/TRAINING

EPA Lead Renovator

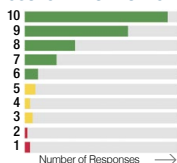
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2177



DIAMOND CERTIFIED RATINGS DASHBOARD based on 141 random customer surveys since June 2014

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 904499
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

NATIONAL BLINDS & FLOORING INC.

(650) 918-7959

35 West 25th Ave, San Mateo

(415) 690-7945

778 Brannan St, San Francisco

(415) 742-1969

33 Hamilton Dr, Suite A, Novato



WEBSITE

www.nationalblindsdesigns.com
www.nbfsf.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 Mateo

Mon – Fri: 10am – 5pm

San Francisco

Mon – Fri: 9am – 6pm

Sat: 10:30am – 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

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.”

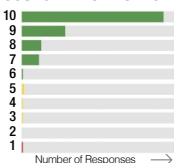
EXCERPTED SURVEY RESPONSES

“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.



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

CUSTOMER SATISFACTION



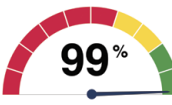
↑ More Satisfied
 ↓ Less Satisfied

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

Prime Time Athletic Club is a privately owned, family-operated fitness club that has been operating in Burlingame since 1979.

Its six-acre facility offers more than 100,000 square feet of amenities, including two heated swimming pools; complete fitness and cardiovascular training centers; and multiple courts for tennis, squash, racquetball and basketball. More than 500 group exercise classes are offered each month, and members can follow their workouts with a visit to the club's steam rooms, saunas and Jacuzzis.

Prime Time Athletic Club has garnered significant media attention over its 40-plus years in business. It has been voted "Best Overall Club" by *City Sports* magazine, "Best Health Club" by *San Francisco Focus* magazine, "Best of San Mateo County" by the *San Mateo Times*, and was ranked as one of the "Top 100 Clubs and Chains in North America" in *Club Industry* magazine's July 2013 issue.

For clients with specific fitness goals in mind, Prime Time Athletic Club's Fitness Team is on hand to help—its staff also includes a podiatrist and chiropractor (available by appointment). The family-oriented facility offers an expanded child care center, with free kids' karate, swimming and tennis lessons. Children between the ages of 10 and 14 can enroll in supervised fitness programs specifically designed for kids.

COMPANY PHILOSOPHY

"Member service is paramount to our club, and we achieve excellent results through unyielding enthusiasm and teamwork. We care about our members and are proud to always make them feel welcome and important. We're a family business, and we treat our members as an extension of that family."

EXCERPTED SURVEY RESPONSES

"I liked the family-oriented feeling I got from them."—Barbara A.

PRIME TIME ATHLETIC CLUB

(650) 395-7975

1730 Rollins Rd
Burlingame, CA 94010

Serving San Mateo County



WEBSITE

www.PrimeTimeAthleticClub.com

EMAIL

ray@primetimeathletics.com

MANAGER

Ray Jungwirth, General Manager

SERVICES

5 Group Exercise Studios: Yoga and Pilates, Bosu, Cardio Kickboxing, Spinning, Aqua and Zumba
Personal Training
Fitness Testing
Senior Programs
Child Care Center
Free Children's Programs: Karate, Tennis and Swimming Lessons
Massage, Chiropractor, Podiatrist

HOURS

Mon – Fri: 5:30am – 11pm
Sat – Sun: 8am – 8pm
Closed Easter, Thanksgiving, Christmas

CREDIT CARDS

MasterCard Visa

EMPLOYEES

65

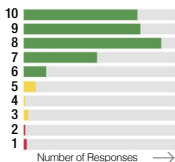
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1156



DIAMOND CERTIFIED RATINGS DASHBOARD based on **325** random customer surveys since October 2007

CUSTOMER SATISFACTION



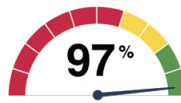
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

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

BAYSIDE MECHANICAL, INC.

(650) 578-9080

Serving the Bay Area



WEBSITE

www.baysideinc.com

EMAIL

info@baysideinc.com

MANAGER

Mazen Tawasha, Owner

SERVICES

Heating
Air Conditioning

HOURS

Mon – Fri: 7:30am – 4:30pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

1-Year Warranty on Labor and Materials, Some Systems Have Longer Warranties on Equipment

EMPLOYEES

40

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1626

Bayside Mechanical, Inc. provides sheet metal work and heating, ventilating, and air conditioning (HVAC) installation services for residential and commercial clients throughout the Bay Area. The company can design, install, service, repair and upgrade all types of HVAC systems, and it also offers duct cleaning, testing and replacement services. It's available 24/7 for emergency services and repairs, and its technicians use radio dispatch systems to ensure their response times are as fast as possible.

Owner Mazen Tawasha says Bayside Mechanical offers the personal feel of a family-oriented business and the expert knowledge and service of an experienced corporation. "We're known for our innovative approach to HVAC service, but we also strive to be recognized for our world-class customer care."

Bayside Mechanical offers several Green solutions designed to optimize its clients' energy-efficiency—it can replace current HVAC equipment with smaller units and help homeowners who make system upgrades apply for federal tax credits of up to \$1,500. Mr. Tawasha explains that those credits also cover 30 percent of the labor and materials involved in a new installation. To learn more or to see examples of past projects, he invites potential clients to visit www.baysideinc.com.

COMPANY PHILOSOPHY

"We're committed to providing unique, professional experiences by delivering fast, honest, reliable service to our customers. We continue to build our business and reputation by anticipating their wishes, meeting their needs and exceeding their expectations. Our ultimate goal is to achieve 100 percent customer satisfaction—nothing else will do."

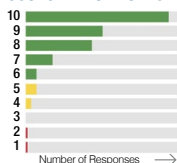
EXCERPTED SURVEY RESPONSES

"I liked their employees. They were nice. I didn't have any problems getting in touch with them. They did everything by the book."—Irma V.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **203** random customer surveys since February 2010

CUSTOMER SATISFACTION



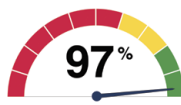
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 842690
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

BAYHILL HEAT & AIR

(650) 549-7844

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



WEBSITE

www.bayhillheatair.com

EMAIL

service@bayhillheatair.com

MANAGER

Ricardo Valderrama, Owner

SERVICES

Heating & Air Conditioning
Same-Day Service
Equipment Retrofit & Replacement
Installation & Replacement
Duct Installation & Replacement
Relocation
Free In-Home Estimates
Residential
Light Commercial

CREDIT CARDS

MasterCard Visa

GUARANTEES

5 Years on Installations
5 Years on Materials
1 Year on All Other Minor Repairs
5 Years on Labor

BRANDS

Carrier

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1642

Bayhill Heat & Air is an HVAC (heating, ventilating and air conditioning) contractor that serves homeowners in San Mateo, Santa Clara, Alameda and San Francisco Counties. The company fabricates, installs, maintains, services, and repairs new and existing HVAC systems, including floor and wall furnaces, heat pumps, insulated ducts (aluminum, wire flex and hard pipe), and rooftop units. It also provides system relocations and upgrades.

Owner Ricardo Valderrama started his career in San Bruno's restoration industry, working on both residential and commercial jobs. In 2004, he made the switch to heating and air conditioning. "I was doing a bit of HVAC before," he says, "but there came a time when I just wanted to concentrate on one side of the business." Mr. Valderrama says this focus allows him to develop much closer relationships with his customers. "I serve their air quality needs, but I also contribute to their comfort."

Bayhill Heat & Air offers free in-home estimates, 24/7 emergency service and a unique approach to its five-year warranty. "If a customer's warranty has expired, I'll still work with them," says Mr. Valderrama. "Even if I didn't install the system and it's a manufacturer's warranty, I'll see what I can do."

COMPANY PHILOSOPHY

"We emphasize quality over all. When we do a service or installation, our main goal is to gain complete customer satisfaction, and we achieve that by providing excellent quality, both in our work and our products. We have frequent meetings to review jobs and see how we can make them better, so our staff is constantly reminded to strive for the highest quality service."

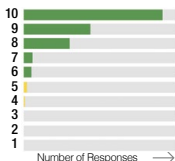
EXCERPTED SURVEY RESPONSES

"Their troubleshooting is very helpful. Their technician could fix a problem very quickly."—Sean S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **249** random customer surveys since March 2010

CUSTOMER SATISFACTION



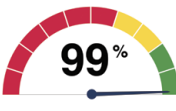
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 917996
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ALTERNATIVE HEATING & AIR CONDITIONING SOLUTIONS, INC.

(650) 539-9722

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



WEBSITE

www.alternativehvacs.com

EMAIL

info@alternativehvacs.com

MANAGER

Julie Mikula, Owner
Mike Rebholtz, General Manager

SERVICES

HVAC System Design
Installation and Upgrades
Scheduled Maintenance
Service
Custom Ductwork
Ductless Split Systems

HOURS

Mon – Fri: 8am – 5pm
Sat – Sun: On Call

BRANDS

Bryant, Carrier, Daikin, Messana,
Mitsubishi, Trane

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1930

Alternative Heating & Air Conditioning Solutions, Inc. offers home and business owners optimal, efficient heating and air conditioning systems that are designed to meet their personal needs. These designs include features such as variable speed capabilities; two-stage heating and air conditioning; zoning; ductless split systems for server rooms, studios or game rooms; indoor air quality improvements; and air filtration.

General Manager Mike Rebholtz credits much of Alternative Heating & Air Conditioning Solutions' success to its highly trained personnel, all of whom are experts in evaluating each customer's specific situation and proposing the best solution. "Everyone who works here comes from a perspective of true knowledge," he says. "From our office manager to our dispatchers to our technicians, we provide personalized service throughout every step of every job."

Alternative Heating & Air Conditioning Solutions also installs a variety of Green HVAC products that are designed to achieve optimum energy management through environmentally-friendly means, including hot water fan coils and ductless split systems that can heat or cool multiple rooms at the same time. "We understand that Green HVAC solutions are becoming increasingly important to consumers, so we strive to remain on the cutting edge of this technology," says Mr. Rebholtz.

COMPANY PHILOSOPHY

"Trust and honesty are very important to us, so we're always upfront with our customers and make sure they understand exactly what type of HVAC work they need. Our goal is to utilize the most energy-efficient, cost-effective solutions in the industry to create high-quality living and working environments for our customers."

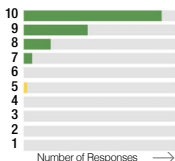
EXCERPTED SURVEY RESPONSES

"They're on time, they do the right job and they're very good."—Marlene R.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **143** random customer surveys since November 2012

CUSTOMER SATISFACTION



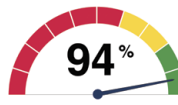
↑ More Satisfied
↓ Less Satisfied

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. 967878
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CAROL FLYNN, INC.**(650) 530-0965**

Serving the Bay Area



Carol Flynn, Inc. installs, maintains, repairs, and cleans all makes and models of furnaces, air conditioners, air ducts, and general heating and cooling equipment for residential and commercial clients throughout the Bay Area. According to President Juan Sandoval, the company's high-quality heating and cooling products, coupled with superior service and low pricing, have made it one of the area's leading HVAC (heating, ventilating and air conditioning) businesses.

Mr. Sandoval says Carol Flynn, Inc. has installed and repaired tens of thousands of furnaces, air conditioners, and HVAC equipment since opening for business 65 years ago. All its work is performed by North American Technician Excellence (NATE) certified technicians, who undergo continuous training to stay current on the industry's technological advancements.

Carol Flynn, Inc. provides potential customers with a "Before You Buy" Information Guide, which contains heating and cooling facts and options designed to improve air comfort and save money. The company also offers free HVAC consultations, estimates, safety and energy efficiency inspections, and professional advice and recommendations.

COMPANY PHILOSOPHY

"Our ultimate goal is to earn and maintain the lifetime association, satisfaction, and appreciation of every customer we serve. Through our knowledge, expertise and experience, we want our customers to enjoy better health and comfort while saving money on their energy bills."

EXCERPTED SURVEY RESPONSES

"The people who came out were very helpful, and they gave us several suggestions on how to save money and energy. I was very impressed and I will be calling them shortly for additional work on another house I own."—Catherine L.

WEBSITE

www.carolflynn.com

EMAIL

info@carolflynn.com

MANAGER

Juan Sandoval, President

SERVICES

Service, Repair, Installation
Air Duct Cleaning
Furnace Installations
Air Conditioning
Sheet Metal Work

HOURS

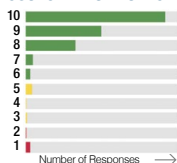
Mon – Fri: 8am – 5pm
Sat: By Appointment

EMPLOYEES

15

DIAMOND CERTIFIED COMPANY REPORT

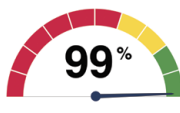
www.dccert.org/754

**DIAMOND CERTIFIED RATINGS DASHBOARD** based on **449** random customer surveys since October 2005**CUSTOMER SATISFACTION**

↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY

"Would you use this company again?"

HELPFUL EXPERTISE®

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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 188751
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CALVEY HEATING & AIR

(650) 525-4554

Serving San Mateo
and Santa Clara Counties



WEBSITE

www.calveyheatingandair.com

EMAIL

service@calveyhvac.com

MANAGER

Joe Calvey, Owner

SERVICES

HVAC Installation, Maintenance & Repair
Air Duct & Dryer Vent Cleaning
Ductwork Fabrication & Inspection
Mini-Split Heat Pumps
Indoor Air Quality
Energy Recovery Ventilation (ERV)
Systems
Variable Refrigerant Flow (VRF)
Systems

HOURS

Mon – Fri: 8am – 4pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

3-Year Labor Warranty on
Installations

BRANDS

Day & Night, Mitsubishi

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2397

Calvey Heating & Air provides a complete range of HVAC services for residential and commercial clients in San Mateo and Santa Clara Counties. In addition to installing, maintaining, and repairing heating and air conditioning systems, the family-owned company has the training and equipment to clean air ducts and dryer vents, fabricate and inspect ductwork, install indoor air quality products like air purifiers and humidifiers, and more.

Owner Joe Calvey says Calvey Heating & Air's hands-on approach to HVAC work has been an important aspect of its success. "We want our clients to receive the best possible value, so we make sure we're responsive throughout every phase of their projects. By combining detail-oriented service and fair pricing, we've been able to build a loyal clientele base that knows we're going to respect their homes."

Calvey Heating & Air's technicians understand the importance of being both professional and friendly when working in clients' homes. "Some companies hire inexperienced workers to save money, but we only hire technicians who know how to work efficiently and make clients feel comfortable at the same time," says Mr. Calvey. "Having the right people on the jobsite is crucial for achieving positive results."

COMPANY PHILOSOPHY

"Our clients are very important to us, so we treat them how we'd want to be treated and keep them informed throughout the process. From double-checking our work to sticking to our prices, we always go the extra mile to ensure their satisfaction."

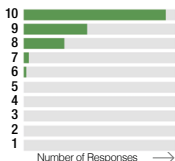
EXCERPTED SURVEY RESPONSES

"I had an excellent experience with them. They were prompt, well-organized, and they answered all of my questions. I was happy with the work."—Chris D.



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

CUSTOMER SATISFACTION



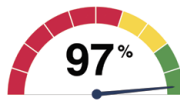
↑ More Satisfied
↓ Less Satisfied

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. 932199
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Elite Pro Home Cleaning provides a complete range of cleaning services for residential and commercial clients in San Mateo and Santa Clara Counties. The company uses Green Seal Certified chemicals and environmentally-friendly materials such as microfiber dusting cloths to clean all types of homes and offices. It offers weekly, bi-weekly, monthly and one-time cleanings for its customers' convenience.

Josh and Jennifer Young credit much of Elite Pro Home Cleaning's success to the reliability and satisfaction it offers to every customer. "Customers trust us, and that trust is reinforced by the consistent quality of our work," says Jennifer. "To ensure quality, we train our cleaners to systematically clean each client's home or office."

Customers are given peace of mind knowing that Elite Pro Home Cleaning is licensed, bonded, insured, and all employees are covered with workers' compensation insurance. "We know our customers' homes are their most precious assets, so they don't want to take any chances when hiring a company to be inside their homes," says Josh.

Established in 2003, Elite Pro Home Cleaning takes pride in building win-win, long-term relationships with both customers and employees. "Our company longevity and customer loyalty are true testaments to the service we provide," says Josh.

COMPANY PHILOSOPHY

"Our mission is to continually raise the bar in the home cleaning industry, and we accomplish that by providing the highest levels of quality in both cleaning and customer service. We proudly stand by our work—if a client isn't happy with their cleaning job, we'll do everything we can to make it right."

EXCERPTED SURVEY RESPONSES

"They are prompt, they really work hard and I would recommend them."—Renee M.

ELITE PRO HOME CLEANING

(650) 720-5986

821 Cassia St. #1
Redwood City, CA 94063

Serving San Mateo
and Santa Clara Counties



WEBSITE

www.eliteprohomecleaning.com

EMAIL

info@eliteprohomecleaning.com

MANAGER

Josh and Jennifer Young, Owners
Lupita Reyes, Manager

SERVICES

Residential and Commercial Cleaning
Recurring: Weekly, Bi-Weekly
and Monthly
Corporate Housing, School
and Church Janitorial Cleaning
HOA Common Areas
Senior Homes
One-Time Only Seasonal Deep
Cleaning
Move-In/Move-Out Cleaning

HOURS

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

CREDIT CARDS

MasterCard Visa

BRANDS

Waxie-Green, Hoover, Oreck

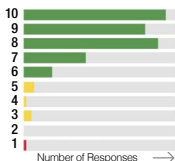
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2054



DIAMOND CERTIFIED RATINGS DASHBOARD based on **198** random customer surveys since September 2013

CUSTOMER SATISFACTION



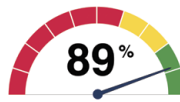
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

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

BAY AREA HEALTH INSURANCE MARKETING, INC.

(650) 273-0330

2882 Sand Hill Rd, Ste 119
Menlo Park, CA 94025



BAY AREA HEALTH INSURANCE MARKETING, INC.

WEBSITE

www.bayareahealth.net

MANAGER

Bob Vinal, Owner

SERVICES

Health Insurance
Life Insurance
Disability Insurance
Dental Insurance
Vision Insurance
401(k) and Retirement Plans
HR Support

HOURS

Mon – Thu: 8am – 5pm
Fri: 8am – 4pm

BRANDS

All Major Carriers, Including Aetna, Anthem Blue Cross, Blue Shield, Covered California, Delta Dental, Health Net, Kaiser, MetLife, Principal Financial, UnitedHealthcare and VSP

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1750

Bay Area Health Insurance Marketing, Inc. works with families and businesses throughout the Bay Area to find life and health insurance policies that fit their particular situations. In addition to providing insurance services, the company is an Employee Benefits Specialist and helps small-business owners, company employees, and independent contractors with all types of benefit plans. It also provides advice and counsel on topics such as plan designs and underwriting considerations.

Owner Bob Vinal has been working in the insurance industry for more than 30 years, handling everything from plan design to claims and rating structures. “Our original goal was to provide personal service for every client, and we’ve continued that to this day,” he says.

In an effort to maximize convenience for its clients, Bay Area Health Insurance Marketing also provides administrative assistance for issues such as billing and claim discrepancies, additions and deletions to insurance plans, and COBRA compliance. “We’re a hands-on agency, so we’re always available to answer questions and resolve employee claims problems,” says Mr. Vinal.

COMPANY PHILOSOPHY

“We believe in treating our customers the way we’d want to be treated, so we do whatever we can to assist them with their insurance needs. We stay up-to-date on industry changes so we can provide each client with the best possible options. Our responsive approach to dealing with customers really makes us stand out.”

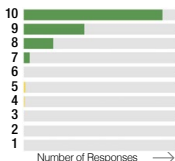
EXCERPTED SURVEY RESPONSES

“They are so responsive, always there when I need them and very helpful. They also provide great service. They are good about coming up with a health plan that works for both the employee and the employer.”—E.X.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **282** random customer surveys since April 2011

CUSTOMER SATISFACTION

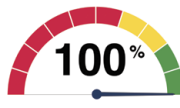


CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 0C60215, 0666634
- ✓ Current Complaint File
- ✓ Business Practices

Since 1959, Springs Construction has partnered with homeowners to provide residential remodeling services across the Bay Area. From building new homes to remodeling kitchens and bathrooms, Springs Construction strives to be the “go-to” contractor for clients who want top-quality finished products.

The company offers a full range of construction services with a team of project managers who will handle as much of the construction process as clients wish, from pre-construction service, construction, interior design and furnishing to “turnkey” job completion. “We love complex building processes, from the challenges that retest our skills to the joy we see in our clients’ faces as they begin to enjoy their finished homes,” says President Jim Adkins. “We’re with our clients every step of the way.”

Springs Construction’s methodology for building is the same regardless of the size of the project: proper planning, talented trade professionals, and great methodology and follow-up. The company’s management team is led by a team of professionals, each chosen for their field expertise and to match the client’s needs.

COMPANY PHILOSOPHY

“From the idea to completion, every detail counts to make a home flawless. Our customer-focused, proactive approach to construction ensures we stay on time and within budget. We are building and remodeling homes for our clients to be proud of and enjoy for a lifetime.”

EXCERPTED SURVEY RESPONSES

“They always deliver what they promise. Also, if there’s anything I’m not satisfied with, they take care of it.”—Stephen M.

“They were very easy to work with, reliable, and they gave us high-end results.”—Sue C.

SPRINGS CONSTRUCTION

(650) 720-5949

881 Hurlingame Ave
Redwood City, CA 94063

Serving the Central Bay Area



WEBSITE

www.springsconstruction.com

EMAIL

info@springsconstruction.com

MANAGER

Jim Adkins, President

SERVICES

New Home Construction
Additions, Remodels & Basements
Kitchens & Bathrooms
Fire Restoration
Project Management
Pre-Construction Services

HOURS

Mon – Fri: 7:30am – 4pm

CERTIFICATION/TRAINING

Certified Green Building Professionals,
Build It Green
NKBA Certified Kitchen Designers
California Council for Interior Design
Certification (CCIDC)
Certified Aging-in-Place Specialist
(CAPS), NAHB
EPA Lead-Safe Certified

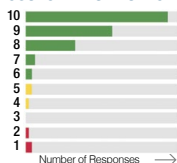
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/471



DIAMOND CERTIFIED RATINGS DASHBOARD based on **101** random customer surveys since September 2004

CUSTOMER SATISFACTION



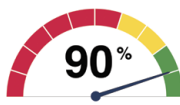
↑ More Satisfied
↓ Less Satisfied

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. 232003
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

BRIAN FITZMAURICE GENERAL CONTRACTOR

(650) 937-9626

Serving All of San Mateo
County



WEBSITE

www.sfremodel.com

EMAIL

brian@sfremodel.com

MANAGER

Brian Fitzmaurice, Owner

SERVICES

Residential Remodeling
Kitchens & Bathrooms

HOURS

Mon – Fri: 8am – 5pm

GUARANTEES

1-Year Guarantee on All Work

BRANDS

Andersen, Dura Supreme, Marvin,
Milgard

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1847

Brian Fitzmaurice General Contractor remodels kitchens, bathrooms and other residential rooms for clients throughout the San Francisco Peninsula. As a full-service contractor, the company is qualified to handle its clients' remodeling projects from concept to completion.

Owner Brian Fitzmaurice says his favorite part of residential remodeling is seeing his clients' reactions to their newly modernized kitchens and bathrooms. "I take a lot of pride in providing truly unique results that improve the lives of my clients and their families. I also like to give them plenty of options instead of making decisions for them—it lets them participate in the process and makes for more interesting results."

Brian Fitzmaurice General Contractor emphasizes the importance of clear communication throughout every phase of its clients' projects, from supplying detailed progress reports at the end of each workday to providing the hands-on expertise of Mr. Fitzmaurice himself. "Some contractors come to a jobsite once and then let their employees handle the rest, but since I'm the sole proprietor, I'm always onsite making sure everything is being done properly," he says. "By following through on every job, I can ensure my clients get exactly what they want."

COMPANY PHILOSOPHY

"I strive to treat every client the way I'd want to be treated, and that means providing highly personalized service that's rarely seen in this industry. My goal is to meet and exceed my clients' expectations by delivering reliable, high-quality work that makes their homes more beautiful and livable."

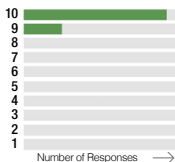
EXCERPTED SURVEY RESPONSES

"Brian is very skilled and extremely good at motivating his workers. He's very thoughtful and he works things out with you to get the best value in your price range. He is 100 percent honest and clear about costs. He's absolutely superb."—Janet B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **38** random customer surveys since April 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

- ✓ Liability Insurance
- ✓ State License No. 613525
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Black Diamond Paver Stones & Landscape, Inc. has been family-owned and operated since 2004 and has earned numerous prestigious industry certifications. The company's technicians are experts in landscape and hardscape design and installation. "Whatever our customers need—from driveways, patios or retaining walls to outdoor kitchens, waterless lawns or full landscaping—we can design and build a beautiful new dreamscape at the best quality and value," says President Roger Van Alst.

Mr. Van Alst says Black Diamond Paver Stones & Landscape's ability to help clients solidify their vision and build to their specifications has been a crucial aspect of the company's success. "We provide a free basic design and estimate for our clients so they can truly understand the quality and value they are receiving for their investment. We're confident in our ability to turn their dreamscapes into reality."

Black Diamond Paver Stones & Landscape is fully licensed and insured while also offering some of the longest warranties in the industry: a 27-year warranty on installation and a lifetime warranty on pavers. In addition, the company offers free demolition and removal and financing options with no payments and no interest for one full year (OAC).

COMPANY PHILOSOPHY

"Our goal is to provide an exceptional client experience with high-quality products that add class to our clients' homes at competitive prices. We work with 'experts only' to ensure each client receives superior service and craftsmanship at the best value for their investment."

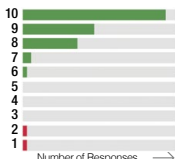
EXCERPTED SURVEY RESPONSES

"They do beautiful work and we're very happy. We've received so many compliments and all of our neighbors are jealous of our yard."—Laura C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **69** random customer surveys since February 2015

CUSTOMER SATISFACTION



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

BLACK DIAMOND PAVER STONES & LANDSCAPE, INC.

(877) 312-4128



WEBSITE

www.BlackDiamondLandscape.com

EMAIL

ContactUs@BlackDiamondLandscape.com

MANAGER

Roger Van Alst, President & CEO

SERVICES

Landscape Design & Installation
Pavers: Driveways, Patios & Pool Decks
Synthetic & Natural Lawns
Retaining & Decorative Walls
Pergolas, Fire Pits & Fireplaces
BBQ Islands & Outdoor Kitchens
Paver & Concrete Sealing & Cleaning

HOURS

Mon – Fri: 9am – 7pm
Sat: 9am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

27-Year Warranty on Paving Stone Installations
10-Year Warranty on Synthetic Lawns
10-Year Warranty on Aluminum Pergola Installations
Lifetime Warranty on Pavers and Aluminum Pergolas

CERTIFICATION/TRAINING

ICPI Certified, Belgard Master Craftsman

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2240

EW LANDSCAPE, INC.

(650) 720-5995

Serving San Mateo and Santa Clara Counties



WEBSITE

ewlandscapeinc.com

EMAIL

swood@ewlandscapeinc.com

MANAGER

Stephen Wood, Owner

SERVICES

Landscape Maintenance & Installation
Soil Preparation & Improvement
Xeriscaping, Irrigation Systems
Low-Voltage Outdoor Lighting
Interlocking Paving Stones
Masonry (Flagstone Surfacing, Exterior Tile Work, Concrete Flat Work, Brick Paving)

HOURS

Mon – Fri: 8am – 5pm

GUARANTEES

1-Year Warranty on Irrigation Systems
1-Year Warranty on Trees
6-Month Warranty on Plants
30-Day Warranty on Ground Covers

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2242

EW Landscape, Inc. provides landscape maintenance and installation services for residential and commercial clients in San Mateo and Santa Clara Counties. The company has the training and equipment to install everything from irrigation systems, low-voltage landscape lighting and outdoor kitchens to paving stones, fireplaces, ornamental stone paving, and select specimen trees. EW Landscape also has extensive experience with xeriscaping—a specialized form of landscaping focused upon the use of drought-tolerant plantings that utilize minimal water.

Owner Stephen Wood says EW Landscape’s customers appreciate the company’s old school approach to landscaping. “We bring a lot of traditional knowledge to every job. Personally, I have more than 40 years of experience, so I understand that there’s a real difference between craftsmanship and work that is simply acceptable. Our clients deserve our best, and that is exactly what we provide.”

EW Landscape guarantees its work in writing to assure its clientele that their satisfaction is the company’s number one priority: automatic irrigation systems for one year, trees for one year, shrubs for six months and ground covers for 30 days. For a complete list of services and to see photos of past work, Mr. Wood invites potential customers to visit ewlandscapeinc.com.

COMPANY PHILOSOPHY

“Our goal is to meet, if not exceed, the expectations of every customer. Although difficult, this goal may be attained through a continuous focus on communication throughout the entirety of the landscape process. When our customers are pleased, then we shall know we have done our job.”

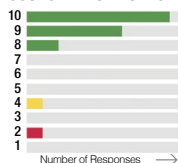
EXCERPTED SURVEY RESPONSES

“They exceeded all of our expectations.”—Basil E.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 19 random customer surveys since February 2015

CUSTOMER SATISFACTION



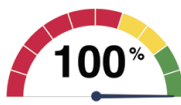
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 835173
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CONFIDENCE LANDSCAPING, INC.

(408) 559-1800

Serving San Mateo
and Santa Clara Counties



CONFIDENCE
LANDSCAPING, INC.
Your Design/Build/Management Specialists



Jeff Sheehan is owner of
Confidence Landscaping, Inc.

WEBSITE

www.confidencelandscaping.com

EMAIL

jeff.confidenceland@gmail.com

MANAGER

Jeff Sheehan, President

SERVICES

Landscaping Design, Installation
& Maintenance Management

HOURS

Tue – Fri: 7am – 5:30pm

GUARANTEES

3-Month Warranty on Workmanship
and Materials

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1560

Confidence Landscaping, Inc. is a full-service design/build landscaping firm that serves residential clients in San Mateo and Santa Clara Counties. The company offers comprehensive project management by maintaining a staff of landscape architects and designers, certified irrigation designers, and certified landscape installation and maintenance technicians. It uses powerful CAD software and hand drawings to create landscape designs that combine clients' visions with their properties' natural attributes.

Established in 1980, the company employs more than 25 professional staff members and has a fleet of service vehicles that are outfitted with state-of-the-art landscaping equipment. Owner Jeff Sheehan says his company's primary goal is to provide its clients with the finest materials and installations that exceed industry standards.

Confidence Landscaping is also known for advocating water conservation and creating sustainable gardens—the California Landscape Contractors Association has honored the company with its Xeriscape award (for water conservation) on 23 occasions and the Sustainable Landscape Special award twice. "Those awards are evidence of our commitment to our clients," says Mr. Sheehan.

COMPANY PHILOSOPHY

"Our primary job is to make our customers happy. We design, build and maintain landscapes for their benefit, so we measure our success by their satisfaction. We're active listeners, and that allows us to take a creative approach to solving landscape issues. We work hand-in-hand with our customers to achieve their goals."

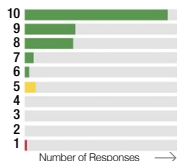
EXCERPTED SURVEY RESPONSES

"I would give them a '12.' They are just on top of everything."—Ed B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **122** random customer surveys since September 2009

CUSTOMER SATISFACTION



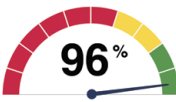
↑
More Satisfied
↓
Less Satisfied

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. 482301, 4103
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

EW LANDSCAPE, INC.

(650) 720-5995

Serving San Mateo and Santa Clara Counties



WEBSITE

ewlandscapeinc.com

EMAIL

swood@ewlandscapeinc.com

MANAGER

Stephen Wood, Owner

SERVICES

Landscape Maintenance & Installation
Soil Preparation & Improvement
Xeriscaping, Irrigation Systems
Low-Voltage Outdoor Lighting
Interlocking Paving Stones
Masonry (Flagstone Surfacing, Exterior Tile Work, Concrete Flat Work, Brick Paving)

HOURS

Mon – Fri: 8am – 5pm

GUARANTEES

1-Year Warranty on Irrigation Systems
1-Year Warranty on Trees
6-Month Warranty on Plants
30-Day Warranty on Ground Covers

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2242

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Owner Stephen Wood says EW Landscape’s customers appreciate the company’s old school approach to landscaping. “We bring a lot of traditional knowledge to every job. Personally, I have more than 40 years of experience, so I understand that there’s a real difference between craftsmanship and work that is simply acceptable. Our clients deserve our best, and that is exactly what we provide.”

EW Landscape guarantees its work in writing to assure its clientele that their satisfaction is the company’s number one priority: automatic irrigation systems for one year, trees for one year, shrubs for six months and ground covers for 30 days. For a complete list of services and to see photos of past work, Mr. Wood invites potential customers to visit ewlandscapeinc.com.

COMPANY PHILOSOPHY

“Our goal is to meet, if not exceed, the expectations of every customer. Although difficult, this goal may be attained through a continuous focus on communication throughout the entirety of the landscape process. When our customers are pleased, then we shall know we have done our job.”

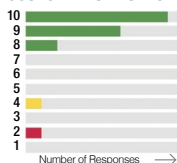
EXCERPTED SURVEY RESPONSES

“They exceeded all of our expectations.”—Basil E.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **19** random customer surveys since February 2015

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 835173
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

HEAVENLY GREENS

(650) 735-3383
(877) 312-3290

Serving the Greater Bay Area



WEBSITE

www.heavenlygreens.com

EMAIL

callcenter@heavenlygreens.com

MANAGER

Dan Theis, Owner

SERVICES

Sales & Installation
Landscape Design
Artificial Turf Products
Golfscapes & Putting Greens

HOURS

Office:

Mon – Fri: 8:30am – 5pm
Sat: Call to Make
Appointment

Showroom:

Mon – Fri: 10am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

8- to 15-Year Warranties

BRANDS

Act Global, Challenger Industries,
Control Products, FieldTurf, Sprinturf

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/576

Heavenly Greens installs artificial turf systems for individual homeowners, commercial properties, sports fields and government facilities. The company's focus is offering products that are "Best of Class" from the world's top turf manufacturers, including FieldTurf.

Since he started the business in 2001, owner Dan Theis says rapid changes in the artificial turf market have led to the proliferation of exceedingly lower quality products, or worse, the emergence of other companies using shortcuts on proper installation methods in the name of profit. "Our products, some of which are 100 percent recyclable, are used to satisfy specific installation requirements, whether it's to help architects and designers obtain points toward LEED certification, address specific drainage requirements or help homeowners enhance their properties."

All of Heavenly Greens' turf systems are installed with proper drainage systems and backed with eight- to 15-year warranties. "We've performed more than 7,500 installations at homes, businesses, golf courses, dog kennels, child day care centers and more, so we know how to do the job right the first time," says Mr. Theis. Customers can visit Heavenly Greens' San Jose showroom to see practical turf applications and choose from a variety of turf products on display.

COMPANY PHILOSOPHY

"Creating satisfied customers is our number one priority. We strive to provide the best available products alongside high-quality installations and workmanship. All our installers are our own employees, and we never subcontract work. We're trained and certified by FieldTurf to ensure our clients' investments are properly installed."

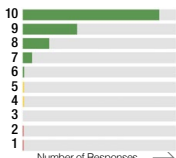
EXCERPTED SURVEY RESPONSES

"The people who installed it were so nice. I really like it. It looks so nice. The color is so good. It doesn't even look artificial."—Toshiko K.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **325** random customer surveys since January 2005

CUSTOMER SATISFACTION

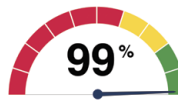


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 923094
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

A1 TRANSFER MOVING & STORAGE

(650) 557-4743
(415) 997-8919

1588 Carroll Ave
San Francisco, CA 94124
Serving the Greater Bay Area

WEBSITE

www.a1transfer.com

EMAIL

info@a1transfer.com

MANAGER

Peter Breslin, Owner

SERVICES

Office Moving
Packing & Unpacking
Residential Moving
Storage

HOURS

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

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

10

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1593

A1 Transfer Moving & Storage has been providing residential and commercial moving services for clients throughout the Greater Bay Area since 1935. The company handles every aspect of the moving process, from offering detailed cost estimates to packing, transporting and unpacking customers’ possessions. It uses specialized packing materials, equipment and training to carefully move fragile objects such as antiques, pianos, and large, delicate furniture.

Owner Peter Breslin has more than 35 years of experience in the moving industry. He says he takes pride in offering both service and pricing designed to make his customers’ moving experiences positive and worry-free. “We’re a small business, so our clients have the advantage of dealing directly with me, which can be very beneficial during the rapid pace of a move.”

A1 Transfer Moving & Storage provides customized, detailed plans that save customers money by minimizing the amount of hours spent on their moves, says Mr. Breslin. “It also protects against last-minute surprises, because everything is laid out before work begins.” In addition to moving services, the company offers a variety of storage options at its San Francisco warehouse facility. To learn more or request a free estimate, Mr. Breslin invites potential customers to visit www.a1transfer.com.

COMPANY PHILOSOPHY

“We attribute the quality of our service to the quality of the people we hire. All our employees are service-minded individuals who take pride in making customers happy. This industry isn’t just about moving people’s belongings, it’s about moving people, and we always keep that in mind with every job.”

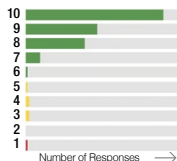
EXCERPTED SURVEY RESPONSES

“I’ve used them quite a few times. They were easy to work with and reasonably priced.”—Mark M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **165** random customer surveys since December 2009

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers’ Compensation
- ✓ Liability Insurance
- ✓ State Lic No. MTR-0162133
- ✓ Current Complaint File
- ✓ Business Practices

AMS Bekins handles local, national and international relocations for a variety of clients, including residential households, corporations, tradeshows and more. In addition to its moving capabilities, the company provides general and business record storage services at its 60,000-square-foot Burlingame facility.

Owner/President Gary Wolfe says he's proud of AMS Bekins' status as a fourth-generation family business. "My parents owned AMS Relocation for more than 30 years before I bought the company in 1981 and became a Bekins Van Lines agent," he explains. "Now, my own children and grandchildren work with me, which adds to our family-oriented atmosphere and helps us serve our customers better."

Mr. Wolfe credits AMS Bekins' commitment to integrity for its continued success. "Moving is difficult for many people, but we're here to help our customers and their families get through the process as easily as possible," he says. "Our dedication and loyalty has earned us the appreciation of our customers. That type of commitment is what we're all about."

In 2013, AMS Bekins was awarded Agent of the Year by Bekins Van Lines.

COMPANY PHILOSOPHY

"We take care of our customers by being honest with them and never compromising our integrity. We always strive to hang on to the basics. All our employees have the same job description and goal: to help people."

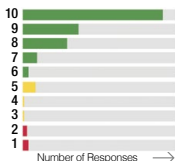
EXCERPTED SURVEY RESPONSES

"Everything was fantastic and no one else can measure up to them. They are kind and fair, and they package up everything beautifully. There is no damage, they are fast and they make sure everything is checked in. Everything was great."
—Allison L.



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

CUSTOMER SATISFACTION



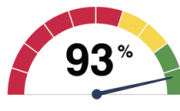
↑ More Satisfied
↓ Less Satisfied

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 Lic No. MTR-0168138
- ✓ Current Complaint File
- ✓ Business Practices

MOVER

AMS BEKINS

(650) 288-6734

1873 Rollins Rd
Burlingame, CA 94010

Serving San Mateo,
San Francisco and
Santa Clara Counties

BEKINS®

Celebrating 30 Years as a Bekins Agent

WEBSITE

www.bekinsmovingservices.com

EMAIL

customerservice@amsbekins.com

MANAGER

Gary Wolfe, Owner/President

SERVICES

Full-Service Residential Moving
Corporate Relocation
Tradeshow High-Value Product
Moving
International Relocation
Storage

HOURS

Mon – Fri: 8am – 5pm
Moving 24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa

BRANDS

Bekins Van Lines

CERTIFICATION/TRAINING

ProMover Certified by American
Moving & Storage Association (AMSA)

DIAMOND CERTIFIED COMPANY REPORT

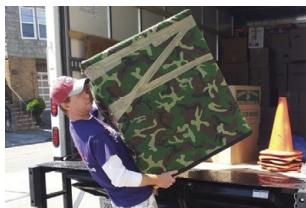
www.dccert.org/1739

MOVER

JOSHUA'S MOVING & PACKING SERVICES, LLC

(650) 557-3758

Serving the Greater Bay Area



A Joshua's Moving & Packing Services employee loads a customer's belongings into a moving truck.

WEBSITE

www.joshuasmoving.com

EMAIL

joshuasmoving@yahoo.com

MANAGER

Joshua Rengifo, Vice President
Evelia Rengifo, Co-Owner

SERVICES

Residential & Commercial Moving
Packing
Hoisting
Piano Moving
Sales of Moving Supplies & Boxes
Storage Facilities

HOURS

Mon – Sat: 7am – 7pm
Sun: 8am – 1pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

8

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2477

Joshua's Moving & Packing Services, LLC provides a complete range of moving services for residential and commercial clients throughout the Greater Bay Area. The company has the training and equipment to move everything from standard boxes and household furniture to oversized items like pianos. Additionally, Joshua's offers packing services, sells moving boxes and has storage facilities for its customers' convenience.

Vice President Joshua Rengifo says Joshua's Moving & Packing Services' honest, customer-oriented approach to moving has been a crucial aspect of its success. "We always keep our customers informed about how long it will take to finish their jobs and how much they'll be charged, which they really appreciate. They know we're going to take care of everything, so they're able to relax and focus on other things."

Joshua's Moving & Packing Services prioritizes quality control on every job, regardless of its size. "Before we consider a job finished, we talk to the customer and see if there's anything else we can do to make things easier for them," explains Mr. Rengifo. "We treat each home and business like it was our own, and we do whatever it takes to ensure the satisfaction of our clients."

COMPANY PHILOSOPHY

"Our goal is simple: make sure our customers are completely happy with our services. By handling every step of the moving process, we're able to alleviate their stress and make them feel more comfortable with the experience."

EXCERPTED SURVEY RESPONSES

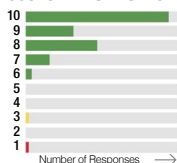
"They were easy to work with and really quick to respond to requests."—Erika D.

"They were responsible, they provided excellent customer service, and they were trustworthy and efficient."—Casey M.



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

CUSTOMER SATISFACTION



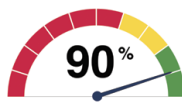
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. MTR-0191363
- ✓ Current Complaint File
- ✓ Business Practices

Dr. Thomas A. Aller Optometrist, Inc. provides a wide range of eye care services for all types of patients (including children) at its state-of-the-art San Bruno facility. In addition to performing comprehensive eye exams and fitting patients with eyeglasses and contact lenses, the practice has special expertise with myopia diagnosis and treatment, orthokeratology (corneal reshaping), dry eye testing, refractive surgery co-management, and more.

Dr. Aller has been researching myopia control methods for the last 20-plus years, and during that time he has gained international recognition as a leading expert in the field. "I've always been interested in finding ways to help people's eyes improve over time, and that has led to multiple patents and worldwide research projects," he explains. "My focus on research makes our patients confident that they're going to receive the latest care."

Dr. Aller says his practice's utilization of the optometry industry's latest equipment allows it to make the eye exam process as easy and comfortable as possible for patients. "If there's a device on the market that will make things easier for our patients and result in better visual outcomes at the same time, we'll get it. Our patients appreciate having access to such cutting-edge technology."

COMPANY PHILOSOPHY

"We respect every patient who visits our office, and we treat them the way we'd want to be treated in the same situation. Our goal is to come up with innovative, creative ways to solve our patients' eye issues and improve their overall eye health and visual comfort."

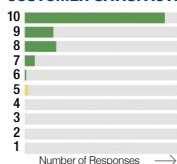
EXCERPTED SURVEY RESPONSES

"Dr. Aller is very professional and easy to talk to. He always gets straight to the point."—Andrea B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **150** random customer surveys since October 2013

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 7684
- ✓ Current Complaint File
- ✓ Business Practices

DR. THOMAS A. ALLER OPTOMETRIST, INC.

(650) 516-4650

711 Kains Ave
San Bruno, CA 94066



Dr. Thomas Aller,
President

WEBSITE

www.draller.com
www.stopmyopianow.com
www.reversemyopianow.com

EMAIL

drallerodinc@gmail.com

MANAGER

Dr. Thomas Aller, President

SERVICES

Eye Examinations, Eyeglasses & Contact Lenses, Myopia Control, Orthokeratology, Refractive Surgery Co-Management, Dry Eye Treatment

HOURS

Mon – Fri: 9am – 7pm

Sat: 9am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2075

CERTAPRO PAINTERS OF THE PENINSULA & SOUTH BAY

(650) 605-3947

(877) 303-0968

Serving San Mateo and Santa Clara Counties



A recent painting project by CertaPro Painters of the Peninsula & South Bay

WEBSITE

palo-alto.certapro.com
san-mateo.certapro.com
menlo-park.certapro.com
saratoga-los-gatos.certapro.com

EMAIL

sbonbright@certapro.com

MANAGER

Steve Bonbright, Owner

SERVICES

Residential & Commercial
Exterior & Interior
Free Color Consultations & Estimates

HOURS

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

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

2-Year Warranty on Painting Jobs

CERTIFICATION/TRAINING

EPA Certified Renovator

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/675

CertaPro Painters of the Peninsula & South Bay is a full-service painting contractor that serves residential and commercial clients in an area that stretches throughout the entire Peninsula, from Daly City to San Jose. The company offers a wide range of interior and exterior painting services, including full preparation and priming, power washing, staining and varnish application, and more. It can also provide color consultation services.

Owners Steve and Norie Bonbright spent years in the high-tech industry before turning their attention to painting. Mr. Bonbright says they saw a local need for a more customer-oriented painting business—one that could provide reliable service, focused management, and safe, dependable crews. “We run our business with a singular focus: to build lasting relationships with our customers.”

CertaPro Painters of the Peninsula & South Bay stresses the importance of communication between its crews and clients. “At the end of each work day, we’ll update the customer about the job’s progress and address any concerns they may have,” says Mr. Bonbright. “We’ll fix anything that isn’t to their total satisfaction.”

COMPANY PHILOSOPHY

“We’re able to consistently provide exceptional customer service and quality results because of our inspired, motivated, and happy employees. We communicate clearly with them, and we expect them to do the same for our clients. We want to be judged not only by the quality of our work, but also by our customers’ overall experiences throughout the painting process.”

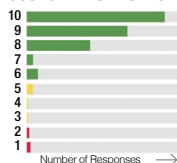
EXCERPTED SURVEY RESPONSES

“When they came out, they looked over everything. They were very professional and it cost just what they quoted.”—Janette S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **269** random customer surveys since May 2005

CUSTOMER SATISFACTION



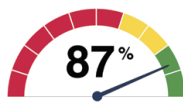
↑ More Satisfied
↓ Less Satisfied

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. 881317
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Dean Knecht Painting, Inc. offers exterior and interior painting services to customers in San Mateo County and San Francisco. It specializes in faux finishes and sponging and ragging (painting techniques that use sponges and rags to add depth and texture).

Owner Dean Knecht is a sixth-generation painter—he grew up learning the trade from his father and grandfather, who taught him about old, classic techniques. Mr. Knecht says he combines extensive knowledge of the painting industry’s latest products and techniques with a long-standing family tradition of providing excellent service.

According to Mr. Knecht, Dean Knecht Painting is known for its meticulous preparation. “The finish is only as good as the preparation,” he explains. “For example, we strip-peel wood areas the traditional way—with a heat gun. This makes for a smooth finish and a longer lasting job.”

COMPANY PHILOSOPHY

“I’m continuing a family trade that has been passed down over six generations, and I take that responsibility very seriously. I strive to give my customers a truly unique painting experience by merging my old-world technical expertise with my knowledge of new products and technologies.”

EXCERPTED SURVEY RESPONSES

“They came on time, did a good job and cleaned up after themselves.”—Lynda W.

“His attention to detail is great. He doesn’t spray, he rolls.”—Charlie R.

“He was patient while I picked out the colors and he gave me good advice. I thought he did a great job.”—Barbara L.

“They were timely, neat, and they completed the work. I thought they did an outstanding job. They were trustworthy and did the work while I wasn’t here.”—Marie B.

WEBSITE

www.deanknechtpainting.com

EMAIL

dean@deanknecht.com

MANAGER

Dean Knecht, Owner

SERVICES

Exterior & Interior Painting
Faux Finishes
Sponging & Ragging

HOURS

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

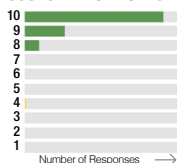
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1265



DIAMOND CERTIFIED RATINGS DASHBOARD based on **136** random customer surveys since February 2008

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 642086
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

HOUSE DOCTOR PAINTING, INC.

(650) 397-2119

Serving the South Bay,
Santa Cruz and the Peninsula



Kelly McKinley is
owner of House Doctor
Painting, Inc.

WEBSITE

www.housedoctorpainting.com

EMAIL

hsdrpainting@yahoo.com

MANAGER

Kelly McKinley, Owner

SERVICES

Painting
Staining
Wood Finishes
Removal & Application

HOURS

Mon – Fri: 9am – 4pm

CREDIT CARDS

Amex, MasterCard, Visa

GUARANTEES

5-Year Unconditional Warranty
on Materials and Workmanship

BRANDS

Benjamin Moore, Kelly-Moore,
Sherwin-Williams, Behr, Cabot

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1957

House Doctor Painting, Inc. provides a complete range of interior and exterior painting services for residential and commercial clients throughout the South Bay, Santa Cruz, and the Peninsula. In addition to its general painting and staining capabilities, the company has special expertise with wood restoration and can apply a variety of finishes that are designed to preserve and seal wood surfaces.

Owner Kelly McKinley says House Doctor Painting's customer-oriented business approach is a crucial aspect of its success. "We start every painting project by talking to the customer and making sure we understand everything they want before we begin. Fair prices are also important to us—we charge a flat rate for every job, so there are never extra charges unless a customer wants something beyond the initial estimate."

House Doctor Painting is known for its comprehensive "21-step preparation process," which includes everything from color consulting and power washing to sanding and priming. "There are a lot of ways to apply paint to surfaces, but our 21-step process is the best way to ensure everything is applied properly," explains Mr. McKinley. "We combine excellent preparation, premium grade materials, and highly experienced crew members to make sure our finished products look great and last as long as possible."

COMPANY PHILOSOPHY

"We take a fair, courteous approach to every job and strive to provide the best possible service throughout each step of the painting process. By working closely with our customers and directly answering their questions, we're able to consistently achieve the results they want."

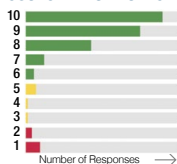
EXCERPTED SURVEY RESPONSES

"They're very conscientious, clean, neat and precise."—Linda V.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **185** random customer surveys since January 2013

CUSTOMER SATISFACTION



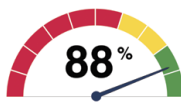
↑ More Satisfied
↓ Less Satisfied

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. 565446
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

T & J Painting provides a wide range of interior and exterior painting services for residential and commercial clients throughout San Mateo County. The company has the in-house capabilities to handle every step of the painting process, from surface preparation and wallpaper removal to texturing and retexturing, and it offers complimentary consultations so its customers can choose the right colors for their projects.

General Manager Shawn Park says T & J Painting's detail-oriented approach to painting has been a crucial aspect of its success. "My dad [owner Tony Park] and I really care about details, so we closely inspect every surface that we paint to make sure nothing has been missed. We believe every job deserves our undivided attention, so that's exactly what we provide."

T & J Painting prioritizes jobsite cleanliness on every project, and its technicians are trained to stay up-to-date on the painting industry's latest products and technology. "Our goal is to take care of our customers as much as possible, and keeping everything clean and studying new products are the best ways to do that," says Mr. Park. "Everyone who works here is focused on maintaining the integrity of our clients' properties."

COMPANY PHILOSOPHY

"We believe that if we take care of our customers, they'll take care of us. Earning their trust is very important to us, so we do our best to make sure they're comfortable throughout every step of the painting process. Ultimately, their peace of mind is our number one priority."

EXCERPTED SURVEY RESPONSES

"I would recommend them. They do a very thorough job, and they're very detailed and customer-oriented."—Kelsey L.

T & J PAINTING

(650) 924-1976

Serving All of San Mateo County



Owner Tony Park (L) and General Manager Shawn Park

WEBSITE

www.tnjpainting.com

EMAIL

paintingtj@hotmail.com

MANAGER

Shawn Park, General Manager

SERVICES

Interior & Exterior Painting
Popcorn Removal
Texturing & Retexturing
Wallpaper Removal

HOURS

Mon – Fri: 6:30am – 7pm

GUARANTEES

3-Year Workmanship Warranty

BRANDS

Armstrong, Benjamin Moore,
Dunn-Edwards, Kelly-Moore,
Sherwin-Williams, Storm System

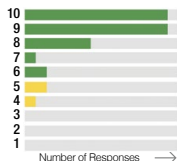
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2254



DIAMOND CERTIFIED RATINGS DASHBOARD based on **38** 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. 665774
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

EL GATO PAINTING & RESTORATION, INC.

(650) 666-6384

Serving the South Bay
and East Bay



El Gato Painting
www.elgatopainting.com

WEBSITE

www.elgatopainting.com

EMAIL

ken@elgatopainting.com

MANAGER

Ken Slosarik, Owner

SERVICES

Interior & Exterior Painting
Cosmetic Dry Rot Repair
Stucco Patching
Epoxy Floor Coating
Drywall Repair
Deck Staining

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

6-Year Unlimited Warranty
on Every Project

BRANDS

Benjamin Moore, Dunn-Edwards,
Kelly-Moore, Rust-Oleum,
Sherwin-Williams

CERTIFICATION/TRAINING

EPA Lead-Safe Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2280

El Gato Painting & Restoration, Inc. provides a complete range of interior and exterior painting services for residential and commercial clients throughout the South Bay and East Bay. In addition to painting all types of surfaces, the company has the in-house capabilities to perform drywall and cosmetic dry rot repairs, stucco patching, deck staining, and more.

Owner Ken Slosarik says El Gato Painting & Restoration's meticulous approach to preparation has been an important aspect of its long-term success. "We're one of the few painting companies that use a chemical stripper, which removes more peeling paint per hour than any other method. Also, since we offer a six-year unlimited warranty, we're very thorough when it comes to making sure every job is done properly."

El Gato Painting & Restoration's technicians stay up-to-date on the latest products and techniques in the painting industry, and they attend weekly training and safety meetings to ensure they're maintaining high levels of quality in their work. "Our clients often tell us that our employees are the most knowledgeable people they've ever met when it comes to painting," says Mr. Slosarik. "They know which products, materials and applications are necessary to achieve the best results."

COMPANY PHILOSOPHY

"We want every client to have a positive experience, so we always do what we say we're going to do and make sure they're happy with each aspect of our work. We're prompt and honest, and we cover all our bases to ensure high-quality, long-lasting paint jobs."

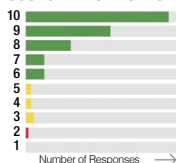
EXCERPTED SURVEY RESPONSES

"They didn't laugh at me when I wanted to paint my house purple. Mike, their estimator who came out, was very sensitive to my needs."
–Jaqueline M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **125** random customer surveys since August 2015

CUSTOMER SATISFACTION



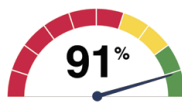
↑
More Satisfied
↓
Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 711537
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

SYSTEM PAVERS

(877) 303-8236

32950 Alvarado Niles Rd, Ste 500
Union City, CA 94587

Serving Northern California

SYSTEM
PAVERS®

WEBSITE

www.SystemPavers.com

MANAGER

Leen Van Bergen, Regional VP

SERVICES

Paving Stone: Driveways, Patios,
Pool Decks & Walkways
Synthetic Turf
Water Features
Fireplaces & Fire Pits
Custom-Built BBQ Islands
Landscape Lighting
Pergolas & More

HOURS

Available by Phone 24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa
Financing Through Synchrony,
Wells Fargo and Lyon Financial

GUARANTEES

25-Year Warranty on Products, Labor
& Installation
30-Day Satisfaction Guarantee

CERTIFICATION/TRAINING

Certified Interlocking Concrete
Pavement Institute (ICPI) Installer

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/448

System Pavers is committed to providing quality hardscape products and installations that are guaranteed to last. From elegant paving stones for driveways, patios, walkways and pool decks to artificial turf, custom outdoor barbecues, fire pits, retaining walls, water features and energy-efficient lighting, System Pavers helps redefine each customer's desired outdoor living lifestyle.

Over the last 26 years in business, System Pavers has expanded to eight offices throughout Northern and Southern California, Colorado, Oregon, and Washington. Co-founders Larry Green and Doug Lueck created the company because they have a passion for designing elegant spaces with enduring value where homeowners can enjoy making lifelong memories with friends and family.

As the outdoor home improvement industry has evolved, so has System Pavers. Homeowners can find peace of mind in knowing the company provides comprehensive design services from start to finish, the latest state-of-the-art outdoor hardscape products and full-service Design Centers, and a stellar customer experience.

System Pavers also invests in the continued success of its employees with its year-round career training program, System Pavers University (SPU). Here, the company provides professional guidance on new and best practices, as well as continued education opportunities for its designers, project management staff and construction field supervisors.

COMPANY PHILOSOPHY

"We provide every client with state-of-the-art designs, exceptional and thorough installation processes, and unmatched workmanship warranties."

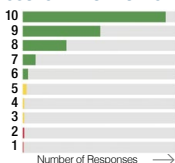
EXCERPTED SURVEY RESPONSES

"I liked every aspect, from design to work on the site. The cleanup was excellent."—Ellen W.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 387 random customer surveys since July 2004

CUSTOMER SATISFACTION



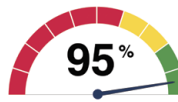
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 661575
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ATLAS PAVERS CO.

Showroom:

(650) 469-3960

140 South Blvd
San Mateo, CA 94402

(415) 523-6070

1990 N. California Blvd, 8th Fl
Walnut Creek, CA 94596

(925) 695-7993

3148 Clayton Rd
Concord, CA 94519

WEBSITE

www.atlaspaversco.com

EMAIL

atlaspaversco@gmail.com

MANAGER

Itamar M. Junior, CEO/Founder
Candido Silva, CFO/Founder

SERVICES

Paver Design & Installation; Retaining Walls; Walkways, Driveways & Patios; Interlocking Paving Stones; Pool Decks; Paver Sealing

HOURS

Mon – Fri: 8am – 7pm
Sat: 9am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

25-Year Warranty on Workmanship
Lifetime Warranty on Belgard Products
30-Day Satisfaction Guarantee

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2312

Atlas Pavers Co. provides a complete range of masonry services for residential and commercial clients throughout the Greater Bay Area. The company's primary focus is designing and installing pavers for outdoor applications like walkways, driveways, and patios, but it also has the training and equipment to build retaining walls and handle the masonry work for outdoor kitchen projects.

Co-owner Itamar M. Junior says Atlas Pavers' passionate approach to its customers' paver projects has allowed it to develop and maintain a loyal clientele base. "My partner, Candido Silva, and I give a lot of individual attention to each project, which our clients really appreciate. From double-checking every phase of our work to providing constant onsite supervision, we're committed to excellence in everything we do."

Atlas Pavers emphasizes the importance of clear communication before, during and after its clients' projects. "If someone requests an estimate on our website, they'll hear from us right away, and if they call on a Sunday morning and we don't pick up, we'll call them back immediately," explains Mr. Junior. "These things might sound simple, but they really make a difference in terms of ensuring a positive experience for each customer."

COMPANY PHILOSOPHY

"Our goal is to build strong relationships with our clients, so we focus on providing them with excellent customer service and high-quality products that leave them completely satisfied. By listening closely to their needs and utilizing our years of masonry experience, we're able to turn their dreams into reality."

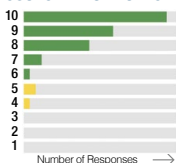
EXCERPTED SURVEY RESPONSES

"They were great at communicating. They updated me constantly as to where they were at in the process."—Jennifer K.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 57 random customer surveys since January 2016

CUSTOMER SATISFACTION



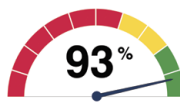
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 972318
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Modern Paving, Inc. - Peninsula is a full-service outdoor living contractor that serves residential and commercial clients in San Mateo and Santa Clara Counties. The company's primary focus is designing and building outdoor living spaces that feature interlocking paving stones, artificial turf, retaining walls, low-voltage lighting, and much more. Whether it's a driveway, walkway, patio, pool deck, or an old lawn or garden in need of attention, Modern Paving utilizes its experience to help its customers achieve successful projects.

Vice President David Tetrault says Modern Paving's clients appreciate its hands-on approach and customer-oriented attitude. "Our customers love the fact that we're so personally involved in their projects. Many are surprised to find that the process is much more enjoyable than they expected. Our clients know they're working with a partner who's fully invested in achieving their goals, and that's a breath of fresh air."

Modern Paving's experienced staff members utilize their product knowledge to help customers make the right choices for their specific situations. "By combining top-of-the-line products and exceptional workmanship with a personal touch, we're able to create products that our clients will be able to enjoy for many years," says Mr. Tetrault.

COMPANY PHILOSOPHY

"We believe in providing unrivaled quality on every project, regardless of its size, so we're always extremely meticulous about our workmanship and focus on keeping our promises to our clients. Whether working for a contractor, architect or homeowner, we're here to help in every way."

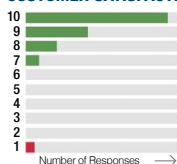
EXCERPTED SURVEY RESPONSES

"I liked the design and the service. They always listened to any requests for changes and made sure I was satisfied."—Yan Z.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **58** random customer surveys since December 2013

CUSTOMER SATISFACTION

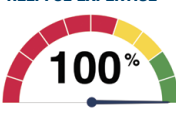


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 621339
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

PAVING STONES

MODERN PAVING, INC. - PENINSULA

(650) 564-3217



MODERNPAVING

WEBSITE

www.modernpaving.com

EMAIL

david@modernpaving.com

MANAGER

Bill Lalas, CEO
David Tetrault, Vice President

SERVICES

- Synthetic Turf Installation
- Interlocking Pavers
- Concrete-Related Services
- Low-Voltage Outdoor Lighting
- Pool Decks & Patios
- Driveways & Walkways
- Comprehensive Drainage Solutions

HOURS

Mon – Sat: 9am – 6pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

- 2-Year Warranty on Labor
- 2-Year Warranty on Synthetic Grass

BRANDS

Allan Block, Basalite, Belgard, Calstone

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2105

DONOVAN'S PEST CONTROL, INC.

(650) 648-3914
(877) 312-3523

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

DONOVAN'S
PEST CONTROL, INC.

WEBSITE

www.controlpests.com

EMAIL

customerservice@controlpests.com

MANAGER

Jeff Goss, Branch Manager

SERVICES

General Pest Control
Landscape Pest Control
Medical, Institutional, Pharmaceutical
& Animal Facilities

HOURS

Mon – Fri: 7:30am – 5pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

15-Day Guarantee on One-Time
Services
Continuous Guarantee on
Maintenance Services

EMPLOYEES

11

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/649

Donovan's Pest Control, Inc. specializes in providing Integrated Pest Management (IPM) services for residential and commercial clients in San Mateo, San Francisco, Santa Clara, and Alameda Counties. The family-owned and operated company's IPM strategies include monitoring environments, providing positive identification, mechanical controls, naturally occurring biological agents, insect growth regulators, predator bugs and minimizing pesticide applications. It also provides pest-proofing, bee removals and landscape pest management.

Owner Jim Donovan started Donovan's Pest Control in 1997 after undergoing extensive training at the University of California, San Francisco. He says his company's pest management services are based on years of sound research and knowledge of the biology and behavior of pest organisms.

Donovan's Pest Control is a proud member of Bio-Integral Resource Center, Pest Control Operators of California and the Pesticide Applicators Professional Association. Mr. Donovan says the company's sensitive strategies for pest removal are indicative of its business approach. "We care about the environment and our clients' living, working, and playing space."

COMPANY PHILOSOPHY

"We believe the quality of our customer service makes us stand out, and a large part of that depends on our staff's education. We design our efforts to address the specific wants and needs of our customers, using a basic framework of providing excellent service and achieving the highest pest control standards. Our efforts address both pest activity and the entire life cycle of pests."

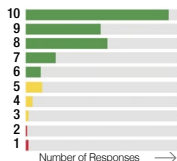
EXCERPTED SURVEY RESPONSES

"They are very honest, reasonable and dependable."—Hank B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 275 random customer surveys since March 2005

CUSTOMER SATISFACTION

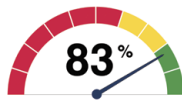


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 3159, 9728
- ✓ State Lic No. 30242
- ✓ Current Complaint File
- ✓ Business Practices

Smart Plumbers, Inc. is a full-service plumbing firm that serves residential, commercial and industrial clients in San Mateo, Santa Clara, and San Francisco Counties. The company's main focus is installing and repairing drains, faucets, toilets, gas and water lines, garbage disposals, and water heaters, but it also handles excavation projects; offers hydro jetting, trenchless pipe work and video line inspection; performs septic tank and leach field inspections and repairs; and installs waste water treatments.

When he decided to enter the plumbing industry, owner Jin Lee conducted exhaustive research on plumbing problems and their solutions, the industry's code requirements, and the variety of available fixtures. Smart Plumbers' website, www.smartplumber.com, offers a comprehensive summary of the information Mr. Lee has gathered.

Smart Plumbers is available seven days a week and offers 24-hour emergency service. The company guarantees its drain cleaning services for 90 days, and all installations carry a one-year warranty on parts and labor.

COMPANY PHILOSOPHY

"The main reason for our prosperity is simple: We treat our customers right and make sure every job is done correctly, safely, and up to code. We're passionate about providing a superior level of customer service; it's an achievement in which we take immense pride. Our work is designed to serve our customers best in the long run."

EXCERPTED SURVEY RESPONSES

"Straightforward service, no nonsense and reasonable prices..."—Michael M.

"I liked the way they explained the problem and their approach to it. I felt that they were honest and knowledgeable."—Halina G.

SMART PLUMBERS, INC.

(650) 967-2288

Serving San Mateo, Santa Clara and San Francisco Counties



WEBSITE

www.smartplumber.com

EMAIL

jin@smartplumber.com

MANAGER

Jin Lee, Owner

SERVICES

- Drain Cleaning
- Faucets & Toilets
- Gas & Water Lines
- Garbage Disposals
- Water Heaters
- Excavation
- Hydro Jetting
- Trenchless Pipe Work
- Video Line Inspection

HOURS

24-Hour Service

CREDIT CARDS

Amex, Discover, MasterCard, Visa

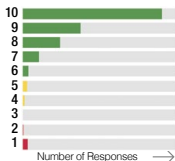
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/789



DIAMOND CERTIFIED RATINGS DASHBOARD based on **431** random customer surveys since December 2005

CUSTOMER SATISFACTION

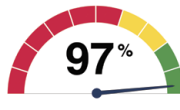


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 980701
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ATLAS PLUMBING & ROOTER

(650) 469-3933
(415) 997-8929



WEBSITE

www.atlasplumbingandrooter.com

EMAIL

service@atlasplumber.com

MANAGER

Joel Ledesma, Owner

SERVICES

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

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 Mateo County and San Francisco. 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.”

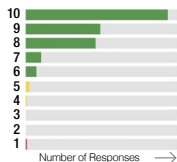
EXCERPTED SURVEY RESPONSES

“They do good work. They’re punctual and fast.”
–Daniel R.



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

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

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

Oro Pro Plumbing, Inc. provides a complete range of plumbing services for residential and commercial clients in San Mateo County and San Francisco. In addition to repairing and installing faucets, toilets, and other plumbing fixtures, the company has the training and equipment to work on water heaters, perform sewer line repairs, and more.

Owner Jonatan Bautista says Oro Pro Plumbing's ability to identify and solve complicated plumbing issues has been crucial to its success. "When we diagnose a problem, we don't just fix it and leave—we show the customer how to prevent it from happening in the future. They know that whenever they need a plumber, we'll be there to resolve the issue in a timely manner."

Oro Pro Plumbing focuses on communicating with its clients throughout every phase of the plumbing process, which Mr. Bautista says is important for ensuring they have positive experiences. "We always update our customers if something arises during the course of their projects, from a minimal repair to a worst case scenario. It's easier for them to weigh their options once they understand the extent of the repairs, so they really appreciate how communicative we are."

COMPANY PHILOSOPHY

"Our customers are very important to us, so we go above and beyond to make sure they're getting quality workmanship and fair pricing. By providing them with upfront information and clearly explaining our work, we're able to help them make the best decisions for their homes and businesses."

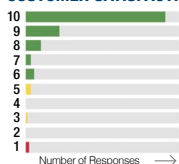
EXCERPTED SURVEY RESPONSES

"I liked the quality of their work. They were on time. I have worked with them on three jobs. They communicate with you and keep to the schedule. All the work was done very well."—Greg G.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **126** random customer surveys since November 2016

CUSTOMER SATISFACTION

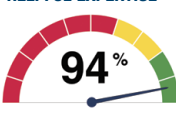


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 998394
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ORO PRO PLUMBING, INC.

(650) 549-5950

Serving San Mateo County and San Francisco



WEBSITE

www.orooproinc.com

EMAIL

orooproplumbinginc@gmail.com

MANAGER

Jonatan Bautista, Owner

SERVICES

Plumbing Maintenance, Installations & Repairs, Water Heaters, Sewer Line Repairs, Hydro Jetting, Drain Cleaning, Garbage Disposals, Faucets and Toilets, Gas and Water Lines, Video Inspections, Trenchless Sewer Replacements, Storage and Tankless Water Heaters, Emergency Services

HOURS

24-Hour Emergency Service Available

CREDIT CARDS

Discover, MasterCard, Visa

GUARANTEES

90-Day Warranty on Repairs

BRANDS

American Standard, Bradford White, Delta, Grohe, Hansgrohe, Kohler, Rheem, Rinnai, Toto

EMPLOYEES

6

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2399

SHEPHERD'S PLUMBING HEATING AND AIR CONDITIONING, INC.

(650) 409-1467

2550 Wyandotte St, Ste C
Mountain View, CA 94043



WEBSITE

www.sphac.net

EMAIL

info@sphac.net

MANAGER

Bill Shepherd, President

SERVICES

Plumbing Installations & Repairs
Whole House Repiping
Gas Line Installations & Repairs
HVAC System Installations & Repairs
Indoor Air Quality
Sewer Repairs

HOURS

Mon – Fri: 7am – 3pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

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

BRANDS

Takagi, Heat Transfer Products,
American Standard, Bryant,
Honeywell, ThermaSol, Fujitsu,
Bradford White, Noritz, Aprilaire

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2485

Shepherd's Plumbing Heating and Air Conditioning, Inc. provides a wide range of plumbing and HVAC services for residential clients in San Mateo and Santa Clara Counties. The company has the in-house capabilities to install and repair everything from plumbing fixtures and gas lines to heating and air conditioning systems, and it also has special expertise with systems that improve indoor air quality.

President Bill Shepherd says Shepherd's Plumbing Heating and Air Conditioning's dedication to detail-oriented work has been a crucial aspect of its success. "We pride ourselves on doing the job correctly the first time and installing systems that are problem-free from the start. We want our customers to walk into their homes and know that their plumbing, heating or air conditioning systems are going to work as efficiently as possible."

Shepherd's Plumbing Heating and Air Conditioning is known for its dependability and responsiveness, which Mr. Shepherd says is important for building trust with clients. "We do exactly what we say we're going to do, and we always follow through to make sure our customers are satisfied with our service. They really appreciate how we under-promise, over-deliver, and stand behind our products and installations."

COMPANY PHILOSOPHY

"Our customers are very important to us, so we treat them like family and work on their homes with the utmost respect. We don't just try to sell products and repairs—we take the time to inform each client about their project and make sure they have a great experience."

EXCERPTED SURVEY RESPONSES

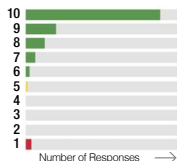
"They are very professional and knowledgeable, and their craftsmanship is very good."—David L.

"We felt comfortable with their knowledge and knew they could take care of our needs."—Tracie W.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **108** random customer surveys since January 2018

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

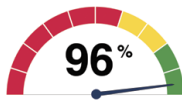
Number of Responses →

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 922658
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CARMEN MIRANDA
ALAIN PINEL REALTORS
 GLOBAL RELOCATION SPECIALIST

(650) 273-5398

1440 Chapin Ave, Ste 200
 Burlingame, CA 94010

Serving San Mateo County
 and San Francisco



WEBSITE
www.carmenmiranda.com

EMAIL
Carmen@carmenmiranda.com

MANAGER
 Carmen Miranda,
 Global Relocation Specialist

SERVICES
 Residential Sales
 Residential Leases
 Multi-Unit Complex Sales

HOURS
 Available by Appointment
 per Client's Needs

GUARANTEES
 1-Year Home Warranty Coverage

DIAMOND CERTIFIED COMPANY REPORT
www.dccert.org/1095

For almost 30 years, Carmen Miranda has been assisting buyers and sellers of San Francisco Bay Area real estate. A seasoned veteran with multiple awards for her high-level service and production achievements, Carmen does not measure her success by sales volume and accumulation of awards, but by the steady stream of referrals she receives from her clients. Carmen believes good, long-term relationships are built on a foundation of trust and mutual respect.

As a Mid-Peninsula native, Carmen has in-depth and firsthand knowledge of the trends and nuances that make up Peninsula communities, particularly in San Mateo County. She holds degrees in Business Management and Computer Science, which provided her with a good foundation for life as an entrepreneur. She continues her education today by studying market trends on macro and micro levels, staying in front of industry technology and keeping up-to-date on legal issues that may affect her clients.

Carmen is a verified member of Top Agent Network (TAN) in San Mateo County and won the Five Star Professional award for outstanding service in 2014, 2015, and 2016. She is a relocation specialist and consistently a Top 10 Realtor in her Alain Pinel Realtors office in Burlingame.

COMPANY PHILOSOPHY

“I treat others as I wish to be treated, and this fundamental principle is why I serve my clients personally, one-on-one. When needed, I draw from my handpicked network of industry professionals, whom I trust and respect, to provide expert advice and services during stages of a transaction.”

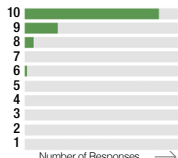
EXCERPTED SURVEY RESPONSES

“She was tough. She told us what we needed to do and how to understand the market. She’s a fighter. She’s a hard worker and she knows her stuff on pricing and so on. We trust her.”—Carolyn M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **81** random customer surveys since June 2007

CUSTOMER SATISFACTION



↑ More Satisfied
 ↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 01272467
- ✓ State Lic No. 01065975
- ✓ Current Complaint File
- ✓ Business Practices

**JULIE FLOUTY
ALAIN PINEL
REALTORS**

(650) 239-6809

1440 Chapin Ave
Burlingame, CA 94010

Serving San Mateo County



WEBSITE

www.juliefloutyhomes.com

EMAIL

julie@julieflouty.com

MANAGER

Julie Flouty, Realtor

SERVICES

Residential Real Estate Purchases
& Sales
Luxury Homes
Condominiums & Townhouses
Investment Properties

HOURS

24/7

EMPLOYEES

2

CERTIFICATION/TRAINING

Alain Pinel Relocation Specialist
Seniors Real Estate Specialist (SRES)

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2350

Julie Flouty works in partnership with Alain Pinel Realtors to help clients buy and sell all types of residential properties (including condos, luxury homes and investment properties) throughout San Mateo County. As a lifelong resident of the San Francisco Peninsula, Ms. Flouty utilizes her vast knowledge of the local area to help her clients achieve their real estate goals.

Ms. Flouty says her hands-on approach to the real estate process has been a crucial element of her success. “I personally walk my clients through every step of the home buying or selling process and continue to be a trusted resource for them long after their sales have closed. By combining professionalism and expert negotiation skills with creativity and flexibility, I’m able to make sure they see the best possible results.”

Ms. Flouty utilizes a large network of professionals to market her clients’ homes to a wide range of potential buyers, which she says is the best way to succeed in the Peninsula’s highly competitive real estate climate. “Also, for buyers, I take a driven, ‘no holds barred’ approach to ensure they’re at the forefront of the competition. I understand that buyers and sellers have different needs, so everything I do is customized for each situation.”

COMPANY PHILOSOPHY

“Client satisfaction is very important to me, and I work toward that goal every day with proactive problem solving and solution-oriented negotiations. My aim is to serve my clients with fairness, integrity and earnest representation. I take pride in helping them make their dreams come true.”

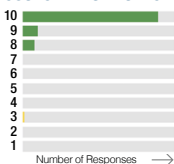
EXCERPTED SURVEY RESPONSES

“She is very experienced and she doesn’t put too much pressure on her clients. She looks out for their best interests.”—Suki R.



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

CUSTOMER SATISFACTION

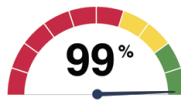


CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 01901710
- ✓ State Lic No. 01272467
- ✓ Current Complaint File
- ✓ Business Practices

Mike and Sandy Rostad work in partnership with Coldwell Banker to help clients buy and sell residential real estate properties throughout the San Francisco Peninsula. They offer a wide variety of services that are designed to simplify the real estate process for their clients, including detailed home evaluations and references for painters, stagers, movers, and more.

Mike and Sandy say their familiarity with the communities they serve is one of their most important attributes. “I grew up in San Mateo, so I have an in-depth knowledge of the area,” affirms Sandy. “Mike and I raised two children who went through the local school system, and we still live here today, so we’re able to provide our clients with a lot of unique information.”

Mike and Sandy emphasize clear communication with their clients, from prioritizing face-to-face meetings to providing comprehensive follow-up services. “We’re very involved when it comes to keeping our clients updated on what’s happening with their properties,” confirms Mike, a recently retired firefighter. “Ultimately, this makes it easier to ensure they have pleasant experiences from beginning to end.”

COMPANY PHILOSOPHY

“Most of our clients are from repeat business and referrals, so we treat every client the same way and utilize our excellent negotiation skills to provide them with the best possible results, regardless of what they’re selling or purchasing. It doesn’t matter if it’s a \$600,000 condo or a \$4 million home—we take the same detailed and service-oriented approach with every client.”

EXCERPTED SURVEY RESPONSES

“They’re both very hardworking, reliable, trustworthy, easy to get along with, nice people. Everything was perfect. If I had to choose one thing, I’d say that I completely trusted them.”—Tina B.

THE ROSTAD TEAM OF COLDWELL BANKER

(650) 239-6057

580 El Camino Real
San Carlos, CA 94070

Serving the Peninsula



WEBSITE

www.therostads.com

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srostad@cbnorcal.com

MANAGER

Mike and Sandy Rostad, Realtors

SERVICES

Residential Real Estate Sales
& Purchases
Home Evaluations

HOURS

Available by Appointment

EMPLOYEES

2

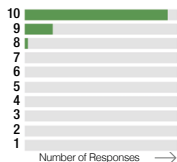
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2194



DIAMOND CERTIFIED RATINGS DASHBOARD based on **56** random customer surveys since September 2014

CUSTOMER SATISFACTION



↑
More Satisfied
↓
Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 01272932
- ✓ State Lic No. 01174462
- ✓ Current Complaint File
- ✓ Business Practices

**RICH & LESLIE
MACARIO
ALAIN PINEL
REALTORS**

(650) 924-1978

42 N Cabrillo Hwy
Half Moon Bay, CA 94019

Serving San Mateo County
and San Francisco



ALAIN PINEL
REALTORS

WEBSITE

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EMAIL

Rich@MTeam.realestate
Leslie@MTeam.realestate

MANAGER

Richard and Leslie Macario, Owners

SERVICES

Residential & Commercial Real Estate
Distressed Properties
Investment Properties
Relocations
Short Sales
1031 Exchanges

HOURS

Available 24/7

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2264

Rich and Leslie Macario work in partnership with Alain Pinel Realtors to help clients buy and sell all types of residential and commercial properties throughout San Mateo County and San Francisco. The team also has special expertise with investment properties, distressed properties, short sales and 1031 exchanges, and it offers relocation services for the convenience of its clients.

Rich and Leslie Macario say their personal approach to the real estate process has been an important aspect of their success. “We put our hearts and souls into our work to make sure all our clients’ needs are met. In this business, people don’t care about what you know until they know that you care, so we always take the time to show our clients that we’re not just trying to make a quick sale—we truly care about what they’re going through.”

In order to streamline the real estate process, Rich and Leslie Macario provide their clients with helpful tools like an online mortgage calculator, up-to-date property listings and comprehensive information about local schools. “Buying or selling a house is an intensive process, so we try to make things as simple as possible for our clients,” affirms Mr. Macario.

COMPANY PHILOSOPHY

“Our motto is, ‘Guaranteed to leave you smiling,’ and that’s what we strive to accomplish on every job. Our clients are very important to us, so we focus on doing right by them and making sure they get the best possible deals. It’s not about the money for us—it’s about making our customers happy.”

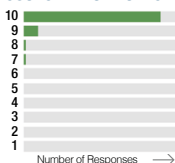
EXCERPTED SURVEY RESPONSES

“It felt like they were working on my behalf and looking out for me. They looked out for my overall goals and needs.”—John V.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **76** random customer surveys since May 2015

CUSTOMER SATISFACTION



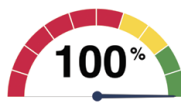
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ State Lic No. 01079009
- ✓ State Lic No. 01393258
- ✓ State Lic No. 01885766
- ✓ Current Complaint File
- ✓ Business Practices

**GLEN A. MITCHELL
KELLER WILLIAMS
REALTY**

(650) 268-4022

200 San Mateo Rd, Ste A
Half Moon Bay, CA 94019



Glen Mitchell, Broker

Glen A. Mitchell works in partnership with Keller Williams Realty to help clients buy and sell all types of residential real estate throughout the Greater Bay Area. As a former options trader, Mr. Mitchell utilizes his advanced understanding of financial markets and pricing formulas to help sellers determine the true value of their properties, and he makes himself available 24/7 for the convenience of his clients.

Mr. Mitchell credits much of his success to his customer-oriented approach to the real estate process. “People have different goals when it comes to buying and selling real estate, so I make sure to communicate clearly with my clients so they get exactly what they want,” he says. “When it comes down to it, people want a broker they can trust, and that’s exactly what I am.”

Mr. Mitchell is also a member of the National Association of Residential Property Managers, which means he’s qualified to provide property management services that adhere to the accepted standards and practices of the industry. For more information about his featured listings, he invites potential clients to visit www.brokglen.com.

COMPANY PHILOSOPHY

“I understand that buying or selling a home is a life-changing decision for most people, so I take the time to guide my clients through every step of the process and make sure they’re confident about their choices. I treat each client the way I’d want to be treated and work hard to help them achieve their real estate goals.”

EXCERPTED SURVEY RESPONSES

“He helped us out so much. He sold our home and got us a new one. It felt like a personal relationship—like he really cared. I can’t say enough good things about him.”—Megan K.

WEBSITE

www.glenmitchellgroup.com

EMAIL

glen@glenmitchellgroup.com

MANAGER

Glen Mitchell, Broker

SERVICES

Residential Real Estate Sales
& Purchases
Property Management

HOURS

Available 24/7

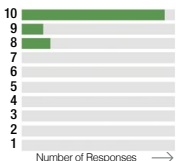
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2371



DIAMOND CERTIFIED RATINGS DASHBOARD based on **27** random customer surveys since September 2016

CUSTOMER SATISFACTION



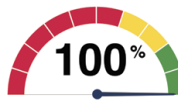
↑ More Satisfied
↓ Less Satisfied

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 Lic No. 01345619
- ✓ Current Complaint File
- ✓ Business Practices

**MICHAEL KENNY
KENNY REALTY, INC.**

(650) 276-4436

100 Arroyo Drive
South San Francisco, CA 94080

Serving San Mateo County



Michael Kenny, President

WEBSITE

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mikekenny@kennyrealty.com

MANAGER

Michael Kenny, President

SERVICES

Residential Real Estate Sales
& Purchases
Property Management
Leasing

HOURS

Mon – Fri: 9am – 5pm

EMPLOYEES

5

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2375

Michael Kenny works in partnership with Kenny Realty, Inc. to help clients buy and sell all types of residential real estate in San Mateo County and San Francisco. Mr. Kenny and his associates also have the capabilities to provide a complete range of property management services, from collecting rent and coordinating tenant repairs to handling the leasing process for vacant units.

As a second-generation real estate professional, Mr. Kenny says he understands the importance of developing long-term relationships with his clients. “My father started this business in 1967 and I’ve been here since 1983, so we’ve spent a lot of time helping people in this area with their real estate needs. We believe in treating our clients like family and doing everything we can to make things easy for them.”

Mr. Kenny says Kenny Realty’s small size and local focus give it a distinct advantage in the real estate market. “Our clients know we’ll be available whenever they have questions or concerns, which isn’t always the case with corporate firms. If we have a client who’s in a tough position, we can immediately focus on making the problem go away, which is a huge benefit for them.”

COMPANY PHILOSOPHY

“We want every client to have a positive experience, so we simplify the real estate process for them, keep them well-informed and guide them through any difficulties that arise. Our goal is to build lasting relationships with our clients so they think of us whenever they have real estate needs.”

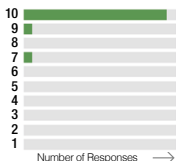
EXCERPTED SURVEY RESPONSES

“He’s very professional, he accomplishes what he sets out to do and he’s a good communicator. He’s really everything you’d want in a real estate agent.”—Bob S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **19** random customer surveys since July 2016

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 00458981
- ✓ State Lic No. 00868947
- ✓ Current Complaint File
- ✓ Business Practices

The Lommori Stahl Group of RE/MAX Star Properties continues a family tradition in real estate since 1954, helping clients sell and buy various types of residential real estate in San Mateo County, San Francisco, and beyond.

“The Lommori Stahl Group’s customer-serving practices have allowed us to build a loyal clientele base, which is quick to refer friends and family,” states Pete Lommori. “We want our clients to think of us as a valuable asset, with their goals in mind. Therefore, we focus our efforts through every step of the process, and they appreciate that.”

With its professional experience, the Lommori Stahl Group can customize a real estate plan to fit each client’s specific needs. “Our consulting experience is crucial in helping clients realize how today’s decisions will affect them in the future,” says Christine Stahl. “Whatever the situation, we’re going to do the best job we can.”

With the loss of its team mascot, Rockaway Ricky, the Lommori Stahl Group has proudly created the Rockaway Memorial Fund. The fund helps provide pet care for Pacifica seniors and the homeless. For more information or to donate, please visit PacificansCare.com.

COMPANY PHILOSOPHY

“Our job is to help clients get the best possible results from their real estate transactions. We take time to determine what they’re trying to accomplish and then guide and advise them to the end. Ultimately, we want every client to be happy with their decision; their satisfaction is worth more than any commission.”

EXCERPTED SURVEY RESPONSES

“They did very well. I like that it’s a team. They have a lot of experience and they provide a lot of information. I purchased and sold properties through them and everything went smoothly.”
–Jeffrey B.

LOMMORI STAHL GROUP OF RE/MAX STAR PROPERTIES

(650) 525-4162

**450 Dondee Way #7
Pacifica, CA 94044**



LOMMORI STAHL GROUP



Christine with Rockaway Ricky

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christine@cdstahl.com

MANAGER

Pete Lommori & Christine D. Stahl, Partners

SERVICES

- Residential Real Estate Sales & Purchases
- Investment Properties
- Multiunit Properties
- Relocation
- Distressed Properties
- Short Sales
- 1031 Exchanges
- New Construction
- Leases

HOURS

Always Available by Appointment

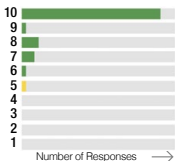
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2386



DIAMOND CERTIFIED RATINGS DASHBOARD based on **43** random customer surveys since August 2016

CUSTOMER SATISFACTION



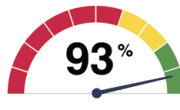
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ St Lic No. DRE# 00939168
- ✓ St Lic No. DRE# 00449165
- ✓ Current Complaint File
- ✓ Business Practices

LOS GATOS ROOFING

(650) 718-5792

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



**LOS
GATOS
ROOFING**

Our estimates are **Free** ... Our advice is **Priceless**

WEBSITE

www.losgatosroofing.com

EMAIL

info@losgatosroofing.com

MANAGER

Gary Radonich and Randy Brown,
Owners

SERVICES

Residential Reroofing
Roofing Repairs
Wood Shingles

HOURS

Mon – Fri: 7am – 5pm

GUARANTEES

5-Year Warranty on Workmanship
20- to 25-Year Manufacturers'
Warranties

BRANDS

Bellaforté, Boral, CertainTeed, Eagle,
GAF/ELK, Owens Corning, US Tile

CERTIFICATION/TRAINING

CertainTeed Master Shingle Applicator
Owens Corning Platinum Preferred
Contractor

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/744

Los Gatos Roofing provides residential reroofing and roof repair services for clients in Southern San Mateo, Santa Clara, Santa Cruz, Alameda, and Contra Costa Counties. The company can work on most roof systems and has special expertise in composition shingles, wood shakes and shingles, and concrete and clay tiles. It also installs attic insulation and ventilation systems.

The owners of Los Gatos Roofing have more than 90 years of combined experience in the roofing industry, and they say their expertise guarantees every one of their projects is completed correctly and on-time. Rather than letting one manufacturer dictate what it sells and installs, the company considers each customer's needs, both aesthetic and budgetary, then identifies construction nuances in the client's house and neighborhood before settling on the best product.

Los Gatos Roofing's factory-trained and certified installers follow stringent safety procedures to ensure each job meets the firm's high standards for excellence. The company also holds the distinction of being named one of the top roofing companies in the United States by *Roofing Contractor* magazine.

COMPANY PHILOSOPHY

"We treat each customer honestly and fairly, from the first estimate to the completion of the job. We're committed to growing our business, adapting to industry changes and offering the highest quality craftsmanship available. Our goal is to be an organization that develops excellent roofing technicians and services from the ground up, and we're dedicated to offering our customers the results of our hard work."

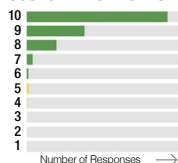
EXCERPTED SURVEY RESPONSES

"They are professional, courteous and helpful."
—Tony P.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **450** random customer surveys since September 2005

CUSTOMER SATISFACTION



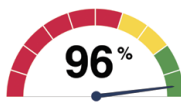
↑ More Satisfied
↓ Less Satisfied

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. 800707
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Mr. Roofing, Inc. offers comprehensive roofing services to residential and commercial clients in San Mateo County and San Francisco. 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."

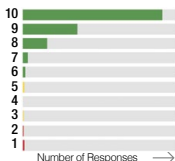
EXCERPTED SURVEY RESPONSES

"They're 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



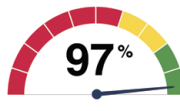
↑ More Satisfied
↓ Less Satisfied

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. 566386
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

MR. ROOFING, INC.

(650) 605-3927

Serving San Mateo County and San Francisco



WEBSITE

www.mrrroofing.net

EMAIL

info@mrrroofing.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 Installer
IB Roof Systems Authorized Installer
OSHA Safety Trained Project Managers
Owens Corning Platinum Preferred Contractor
TruSlate SlateCrafter Specialist
VELUX 5-Star Skylight Specialist

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1510

BAY 101 ROOFING, INC.

(650) 718-5790
(408) 372-8908

Serving San Mateo and Santa Clara Counties



WEBSITE

www.bay101roofing.com

EMAIL

bay101@bay101roofinginc.com

MANAGER

Jose Ramirez, Owner
Dave Imhof, Manager

SERVICES

Roofing Contractor
Gutters & Downspouts
New Construction & Reroofing
Repair & Installation
Roof & Gutter Cleaning
Sun Tunnels
Ventilation

HOURS

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

CREDIT CARDS

MasterCard Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1467

Bay 101 Roofing, Inc. provides a variety of roofing services for residential clients in San Mateo and Santa Clara Counties, including reroofing, general repairs, cleaning and new construction. The company also repairs and maintains ventilation systems, sun tunnels, gutters, and downspouts, and it backs all its workmanship with a 10-year warranty.

Owner Jose Ramirez and Manager Dave Imhof bring more than 35 years of combined roofing experience to Bay 101 Roofing. They established the company with the sole purpose of providing homeowners with superior quality, attention to detail, customer service and value. “We focus on communicating with our clients,” says Mr. Imhof. “We try to understand their motivations and offer recommendations throughout the roofing process.”

Bay 101 Roofing’s company-owned fleet of trucks and roofing equipment ensures jobs are completed quickly and efficiently, says Mr. Imhof. The firm also makes use of a large storage yard to keep materials for multi-stage jobs. To give his customers peace of mind, Mr. Ramirez personally supervises every project and is available to address any questions or concerns.

COMPANY PHILOSOPHY

“We aim to do the job right every time, regardless of what it takes. Every step of our roofing process is completed with meticulous attention to detail. Since we maintain our own fleet of trucks and have our own equipment, we complete work on time and stay within budget. Our comprehensive approach allows us to completely guarantee our customers’ satisfaction.”

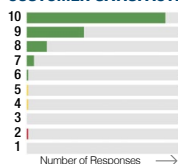
EXCERPTED SURVEY RESPONSES

“They were very professional, they answered all of our questions and they were very timely.”
–Shalon M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **160** random customer surveys since December 2008

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 907116
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Mid-Peninsula Roofing Inc. installs and repairs all types of roofing systems for residential and commercial clients throughout the Greater Bay Area. In addition to working with traditional materials such as tile, slate and composition shingles, the company maintains an in-house sheet metal shop that allows it to fabricate and install custom metal roofs.

Vice President Ron Stahl credits much of Mid-Peninsula Roofing's success to its ability to act as a one-stop shop for its customers. "We work on a lot of high-end homes that have challenging roofs, so it's very convenient for our clients to deal with a single company that can handle all their needs," he says. "Budgets can be complicated, so whenever we can make the process easier for them, it's very satisfying."

Mid-Peninsula Roofing's full-service approach includes managing every phase of every project to ensure it's completed with minimal inconvenience to the customer. "We take great care to protect our clients' properties, and we'll do whatever it takes to resolve any problems that arise," says Mr. Stahl. "Our customer service is second to none."

COMPANY PHILOSOPHY

"We focus on keeping our promises and taking care of our customers because, in the long run, they're the ones who take care of us. Our goal is to serve our clients with excellent craftsmanship and quality products while providing a safe, encouraging work environment for our employees."

EXCERPTED SURVEY RESPONSES

"They're professional. They have fast service and all the stuff you need. They also work with you on scheduling."—James C.

"They were very professional, on time, clean, and they got the job done."—Cathy E.

MID-PENINSULA ROOFING INC.

(650) 530-0968

Serving the Greater Bay Area

 MID PENINSULA ROOFING
Custom Roofing



A recent wood shingle and siding project by Mid-Peninsula Roofing

WEBSITE

www.midpeninsularoofingandsolar.com

EMAIL

ron@midpenroofing.com

MANAGER

Matt Greening, Owner
Ron Stahl, Vice President

SERVICES

Roof Installations & Repairs
Waterproofing

HOURS

Mon – Fri: 7am – 4pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

10-Year Labor Warranty on New Roofs

BRANDS

CertainTeed, Duro-Last, Versico

EMPLOYEES

48

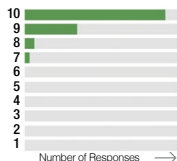
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2032



DIAMOND CERTIFIED RATINGS DASHBOARD based on **87** random customer surveys since June 2013

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 501830
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

COSMOS ROOFING

(650) 718-5791

Serving San Mateo and Santa Clara Counties



WEBSITE

www.cosmosroofing.com

EMAIL

info@cosmosroofing.com

MANAGER

Alex Oceguela, Owner; Teo Oceguela and Rich Cosmos, Managers

SERVICES

- Pitched & Flat Roofing Systems
- Composition
- Tar & Gravel
- Wood Shake & Shingle
- Single-Ply TPO/PVC
- Metal Roofing
- Metacrylics

HOURS

Mon – Fri: 8am – 5pm

GUARANTEES

- 20-Year Labor & Materials Warranty on All Residential Roofs
- 5- to 10-Year Labor & Materials Warranty on Commercial & Industrial Roofs

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2369

Cosmos Roofing installs a wide variety of roofing systems for residential and commercial clients in San Mateo and Santa Clara Counties. Family-owned and operated since 1975, the company has expertise in installing a wide variety of pitched and flat roofing products, including composition shingle, tar and gravel, modified bitumen, wood shake and shingles, tile, PVC/TPO, metal, and more. With a dedicated staff of journeymen, highly qualified foremen and a fleet of well-equipped vehicles, Cosmos Roofing is qualified to handle all types of roofing projects.

“Our customers are important to us,” says owner Alex Oceguela. “We’re very professional and accommodate their special needs. We’ve developed a great reputation over the years and strive to uphold it on every job. Our business goals of expertly providing every customer with the proper products and exceptional service and quality control have been essential to our 40-plus years of success.”

Cosmos Roofing offers a comprehensive 20-year warranty on all residential roofing installations, labor and materials (transferable if the home is sold). “With proper products and exceptional quality control, we feel our customers deserve to know that we’ll be there for them many years after their roofing installations are complete,” says Mr. Oceguela. “Our mission is 100 percent customer satisfaction.”

COMPANY PHILOSOPHY

“Our number one goal is to make our customers happy—if we can do that, everything else will follow. We’re committed to excellence in everything we do, and we work hard to make sure we’re meeting our clients’ needs in any way that we can.”

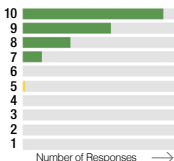
EXCERPTED SURVEY RESPONSES

“They’re absolutely what they say they are. They are honest, straightforward, and they do a good job.”—Elaine S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **125** random customer surveys since June 2016

CUSTOMER SATISFACTION



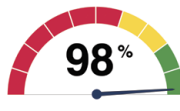
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 785441
- ✓ 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.

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

"They are very good, punctual, and they do what they say they are going to do."—S.C.

CALIFORNIA SHOWER DOOR CORPORATION

(650) 530-0919
(415) 763-5983

1795 Yosemite Ave
San Francisco, CA 94124



CALIFORNIA SHOWER DOOR

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

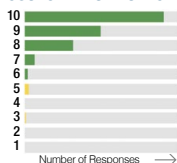
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/594



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

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."

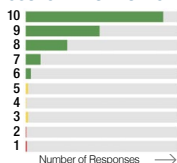
EXCERPTED SURVEY RESPONSES

"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



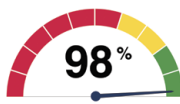
↑ More Satisfied
↓ Less Satisfied

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

Royal Pools of Santa Clara, Inc. builds custom, in-ground swimming pools and spas throughout the Greater Bay Area. Family-owned and operated since 1969, the company specializes in crafting pools from gunite, a mixture of cement and sand that has become a popular method of custom pool construction in much of the United States.

President Tony Adams has worked in both the remodeling and new construction fields of the pool industry and brings an energetic personality to the company. Mr. Adams considers himself a hands-on contractor who enjoys visiting the jobsite and ensuring every customer's needs are met. The experienced and knowledgeable staff at Royal Pools have remodeled and installed thousands of pools and spas over the years.

COMPANY PHILOSOPHY

"We're constantly striving to improve our construction techniques, water treatment methods and customer service approach. From a customer's first phone call to their first pool party, our goal is to ensure every part of the process meets and exceeds their expectations."

EXCERPTED SURVEY RESPONSES

"I liked the personalized service. They were quick and efficient."—Steve S.

"I liked their professionalism. There was no pressure and they listened to us. We recommend them to our friends."—Craig J.

"They kept to a tight schedule and there were no delays."—Richard M.

"I liked the service. The staff, the owner, and the secretarial staff were professional and kind. Also, the workers were responsive and on time."—Mike S.

"Everybody was wonderful."—Margaret R.

"I liked everything."—Tom S.

SWIMMING POOL CONTRACTOR

ROYAL POOLS OF SANTA CLARA, INC.

(650) 648-3909
(408) 372-6977

2258 Camden Ave
San Jose, CA 95124

Serving the Greater Bay Area



Tony Adams, President

WEBSITE

www.royalpools.com

EMAIL

freequote@royalpools.com

MANAGER

Tony Adams, President

SERVICES

New Gunite Built-in Pool and Spa Construction

HOURS

Mon – Fri: 8am – 5pm
Sat: 10am – 4pm
Other Hours: By Appointment

GUARANTEES

Lifetime Warranty on Structures

EMPLOYEES

18

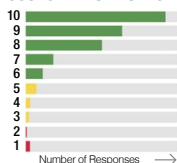
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/929



DIAMOND CERTIFIED RATINGS DASHBOARD based on **359** random customer surveys since July 2006

CUSTOMER SATISFACTION



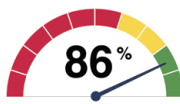
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 278052
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

PACIFIC COAST TERMITE

(877) 616-9421

Serving Northern California



WEBSITE

www.pacificcoasttermite.com

EMAIL

Danny@pacificcoasttermite.com

MANAGER

Joseph Grande, Manager
Danny Wilson, Manager

SERVICES

Free Inspections & Estimates
(Restrictions Apply: \$350 Fee for Inspection if Home is For Sale or in Escrow)
Termite, Pest & Rodent Control
Pest Control Insulation

HOURS

Mon – Sat: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

2-Year Standard Warranty Against Reinfestation
Extended Warranties Available

EMPLOYEES

100+

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1624

Pacific Coast Termite is a family-owned and operated business that uses orange oil to rid homes of destructive, unwanted pests. The company serves residential and commercial clients throughout Northern California, and it also has offices in Southern California. In addition to handling infestation removal, it offers preventive pest control treatments to help defend against future invasions.

Pacific Coast Termite specializes in the use of XT-2000® Orange Oil, a naturally occurring essential oil that's made from orange rinds and contains an active ingredient called d-limonene. According to the company, when orange oil is injected directly into infested areas, it eradicates termites and their eggs on contact.

Pacific Coast Termite also offers alternative pest control products, including Bora-Care®, which is formulated for the interior and exterior control of subterranean termites, drywood termites, wood destroying beetles, and decay fungi. The company's inspectors provide complimentary, thorough inspections of buildings and homes, detailed reports of their findings, and recommendations for treatment and pricing.

COMPANY PHILOSOPHY

"We pride ourselves on our professionalism and environmental approach to termite and pest removal. We respect our customers' homes and take care to protect their belongings while we work. Our goal is to offer our customers thorough, effective termite and pest control by using the most advanced techniques and methods available and providing the utmost in professional service."

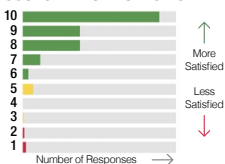
EXCERPTED SURVEY RESPONSES

"They respond quickly to our needs. They are always available. They are quick with their reports and findings. I think they do a great job all the way around. Every time I call them, it is nothing but the best."—Ms. A.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 365 random customer surveys since February 2010

CUSTOMER SATISFACTION

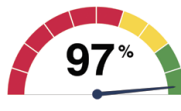


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 5139
- ✓ Current Complaint File
- ✓ Business Practices

Elite Bay Area Termite Control provides a complete range of termite control services for residential and commercial clients throughout the Bay Area. The company utilizes both traditional (tent fumigation) and non-chemical (penetration foam, high-pressure injection) methods to eradicate subterranean and drywood termite infestations, and it's also qualified to repair wood structures that have been damaged by termites.

Co-owner Benjamin Kahner credits much of Elite Bay Area Termite Control's success to its customer-oriented business approach, which includes treating every home with the utmost respect. "From wearing booties every time we enter a house to laying down mats so we don't track dirt on the carpet, everything we do is designed to maintain jobsite cleanliness," he says. "We treat every home like it's our own, and our customers really appreciate that."

Elite Bay Area Termite Control's technicians are trained to not only remove current termite infestations, but also to treat homes, apartment buildings and businesses with preventative treatments that help protect against future infestations. "Our customers constantly give us feedback about how thorough our technicians are," says Mr. Kahner. "They're very knowledgeable about different types of infestations, and they can create customized plans of action for all types of structures."

COMPANY PHILOSOPHY

"Our goal is simple: provide every customer with high-quality workmanship at a reasonable price. We're constantly striving to improve, so we take the time to make sure every aspect of our work is the best it can be. Ultimately, we aim to exceed our clients' expectations and ensure they have the best possible experiences."

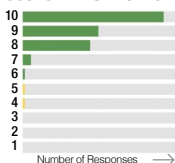
EXCERPTED SURVEY RESPONSES

"They deliver what they promise and they have good follow-up."—Carolina R.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **146** random customer surveys since June 2014

CUSTOMER SATISFACTION



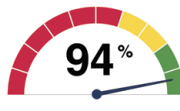
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. PR7385
- ✓ State Lic No. OPR12617
- ✓ Current Complaint File
- ✓ Business Practices

TERMITE CONTROL

ELITE BAY AREA TERMITE CONTROL

(877) 312-3289

1318 Old County Rd
Belmont, CA 94002



WEBSITE

www.elitebayareatermite.com

EMAIL

ben@elitebayareatermite.com

MANAGER

Benjamin Kahner, Owner
Jeremy Schreckengost, Owner

SERVICES

Termite Control & Inspections
High-Pressure Injection
Tent Fumigation
Wood Repair

HOURS

Mon – Sat: 8:30am – 5:30pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

3-Year Warranty on Termite Treatments
1-Year Warranty on Wood Repairs

CERTIFICATION/TRAINING

EPA Lead-Safe Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2171

ARBORWORKS, INC.

(650) 988-8733

(866) 936-8733

(415) 334-8733

(408) 287-8733

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

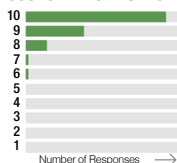
“They were just professional. They did an excellent job. They exceeded my expectations. I would definitely recommend and use them again.”—Lori J.

“[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

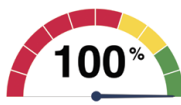


↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



HELPFUL EXPERTISE®



COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 879506
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Peninsula Parking provides a variety of transportation and parking management services for clients throughout the Bay Area. The company manages and executes customized logistics for its valet parking services to create a 5-star guest experience. “Our clients have access to scale and density,” says owner Rae Ann Reichmuth. “We’re able to step up staffing at a moment’s notice, all while delivering the top-notch services our clientele requires.”

Peninsula Parking’s specialized health care service is focused on the unique capabilities required of a professional hospital valet, including empathetic treatment of patients and their guests as well as adhering to health care-specific regulations. “We invest in people, processes and systems that support the health care community,” says Ms. Reichmuth.

In addition to valet parking and shuttle services, Peninsula Parking brings its clients state-of-the-art technology, communications systems, account service, administrative support, equipment supply, and liability protection so they can concentrate on their guests and customers.

COMPANY PHILOSOPHY

“We’re dedicated foremost to customer service and satisfaction. We do this by providing innovative parking solutions and relying on the dedication of our employees. We don’t just recruit talent—we are committed to developing our team members. With opportunity for advancement and comprehensive training programs, we empower our employees who are seeking growth to achieve their full potential as members of the Peninsula Parking family. By setting the bar high, we achieve success for ourselves and our customers!”

EXCERPTED SURVEY RESPONSES

“They’re always reliable and professional.”
 –Suzie Q.

VALET PARKING

PENINSULA PARKING

(650) 564-3219

Serving the Bay Area



Rae Ann Reichmuth, Owner

WEBSITE

www.peninsulaparking.com

EMAIL

info@peninsulaparking.com

MANAGER

Rae Ann Reichmuth, Owner

SERVICES

- Valet Parking
- Shuttle Service
- Parking Management
- Traffic Control
- Car Wash and Detail
- Consulting Services

HOURS

Mon – Fri: 8:30am – 5:30pm

CREDIT CARDS

MasterCard Visa

EMPLOYEES

150

CERTIFICATION/TRAINING

National Parking Association Certified Parking Professional

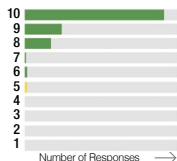
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2088



DIAMOND CERTIFIED RATINGS DASHBOARD based on **175** random customer surveys since November 2013

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

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

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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.”

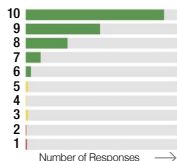
EXCERPTED SURVEY RESPONSES

“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



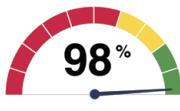
↑ More Satisfied
↓ Less Satisfied

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

Alexander Company installs replacement windows and doors for residential clients in San Mateo County and San Francisco. In addition to its professional installation capabilities, the family-owned and operated company maintains a large showroom in Burlingame that carries a wide variety of products, including vinyl, aluminum, wood and fiberglass windows made by leading manufacturers such as Simonton, Marvin, Anderson, and Milgard.

Owners John and Jeff Alexander are second-generation proprietors of Alexander Company—their father established the business in 1971 and taught them everything he knew about installation, sales, and management before retiring two decades ago. “This company has a reputation for working with integrity and quality, and my brother and I work hard to uphold that,” says Jeff Alexander. “We stand behind our products on both the installation and sales sides, and we always keep up-to-date with industry standards and trends.”

Alexander Company’s partnerships with the window industry’s top manufacturers allow it to act as both the dealer and contractor on its clients’ projects, which ultimately saves time and money. “This is a one-stop shop—instead of purchasing windows and hiring a subcontractor to install them, our customers know they can trust us to handle everything ourselves,” says Mr. Alexander. “We take responsibility for every detail.”

COMPANY PHILOSOPHY

“We’ve learned to always put ourselves in our customers’ positions, so we do everything we can to ensure their satisfaction and make their experiences as positive as possible. Our number one goal is to utilize our window and door expertise to help our customers create their ideal homes.”

EXCERPTED SURVEY RESPONSES

“They did a perfect job on the windows.”—Rob L.

ALEXANDER COMPANY

(650) 525-4171

1322 Marsten Rd
Burlingame, CA 94010

Serving San Mateo County
and San Francisco

ALEXANDER
WINDOW SPECIALISTS
COMPANY

WEBSITE

www.alexanderco.com

EMAIL

info@alexanderco.com

MANAGER

John and Jeff Alexander, Owners

SERVICES

Windows & Doors
Design & Installation

HOURS

Mon – Fri: 8am – 4pm
Sat: 10am – 4pm

CREDIT CARDS

MasterCard Visa
HERO Financing

BRANDS

Integrity, Marvin, Simonton, Andersen,
Milgard, Velux, Tru-Frame

CERTIFICATION/TRAINING

EPA Lead-Safe Certified

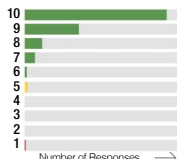
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1919



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

CUSTOMER SATISFACTION



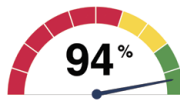
↑ More Satisfied
↓ Less Satisfied

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. 642553
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Diamond Certified Expert Contributors


HELPFUL EXPERTISE® FROM OWNERS OF TOP RATED COMPANIES



If you're like most savvy consumers, you look for expert tips to help you make good decisions concerning your home, auto, health and professional needs. So, we asked Diamond Certified company owners to contribute their specialized industry expertise to help you. In the pages that follow, we've included just a few of these expert tips. You can easily access the full articles and the 1,000+ expert tips, articles, and videos from other Diamond Certified company owners at www.diamondcertified.org.


DIAMOND CERTIFIED EXPERT CONTRIBUTOR: ADVICE & TIPS FROM JOHN GORMAN

EXPERT CONTRIBUTOR PROFILE



John Gorman is a Diamond Certified Expert Contributor and the Owner of Save Energy Company, a Diamond Certified qualified.


EXPERT ARTICLES



How to Choose the Right Window Frame
By JOHN GORMAN of Save Energy Company

112 SHARES

EXPERT VIDEO TIP



How to choose window frames

with JOHN GORMAN of Save Energy Company

66 SHARES

Complete Video Transcription:

If you're shopping for windows, you'll need to decide whether to have wood, vinyl, or fiberglass frames. So, we're in Petaluma with Diamond Certified Expert Contributor, John Gorman of Save Energy Company to find out.

Diamond Certified Expert Contributor, John Gorman: Today I want to talk to you about window frames. When you replace your windows, you have three different options of different window frames you can use: vinyl, wood, and fiberglass.

Vinyl windows came in to replace old aluminum windows that were put in houses... Read more



John Gorman
Owner, Save Energy Company

How to Choose the Right Window Frame

Ultimately, the type of window frame you install in your home depends on three things: your aesthetic preferences, your budget and your county's building code. One of the most popular frame options is vinyl—it offers maximum energy efficiency, reduced condensation and minimal maintenance.

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

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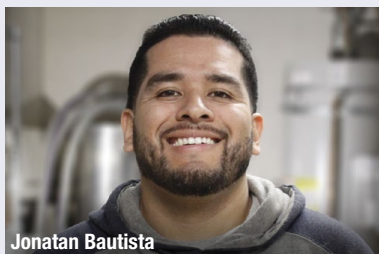
Jeff Alexander

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



Jonatan Bautista

Owner, Oro Pro Plumbing, Inc.

Plumbing Water Saving Tip

One way to save water in your home is to promptly repair leaky fixtures. A dripping faucet or showerhead wastes a lot more water than you'd expect, so it's best to have these repaired before they start costing you money. To measure the long-term impact of a leaky fixture, get a drip gauge from your local hardware store.

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



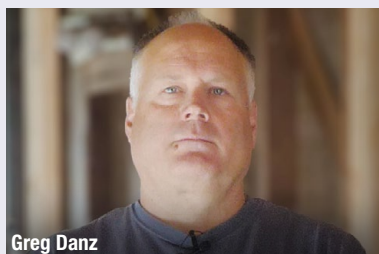
Stanley Costa

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



Greg Danz

Owner, G. D. Enterprise

Best Time to Make Upgrades

A remodeling project provides a great opportunity for improving your home's electrical wiring, insulation, structural stability and other aspects. Since the walls and floors will already be opened up, these measures can be performed at a fraction of what they would normally cost.

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

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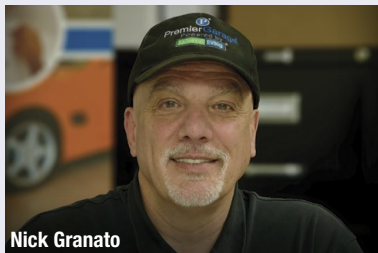
Ron Frediani

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



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



Sergey Ivanov

Owner, Serge Electric

Adding Electrical Outlets

If you use a lot of power strips and extension cords in your home, it might be time for an electrical upgrade. Besides the risk of overloading your circuits, it's unsafe to have a lot of extension cords running through your home, so consider having some additional outlets installed—an affordable measure as far as upgrades go.

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



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



Dean Knecht

Owner, Dean Knecht Painting, Inc.

Tip for Painting Your Front Door

When painting your front door, the paint can take a long time to fully dry, which can be a problem if you need to leave your house. Here's an easy solution: Rub Vaseline® along the edges of the weather stripping that come into contact with the door. When you close the door, this will keep the paint from sticking to these areas.

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



Ricardo Larromana

Owner, Larro's Moving Services

Packing With Newspaper

When packing boxes, you can speed up the process by using newspaper instead of bubble wrap. Some people feel safer when they bubble wrap everything, but it's only necessary for very fragile items. Not only is newspaper easier to work with than bubble wrap, it's also less expensive and takes up less space in a box.

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

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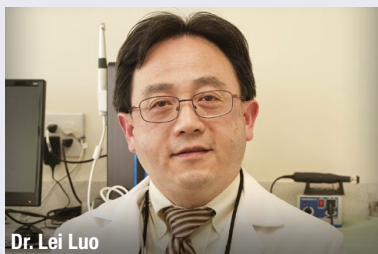
Rick Lazzarini

Owner, Degree HVAC, Inc.

Proper HVAC System Sizing

When an installer fails to perform the proper calculations, they can mistakenly install an HVAC unit that isn't compatible with the home's existing ductwork. Since this can severely hamper energy-efficient performance, make sure your installer does their due diligence before installing your system.

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



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:
www.dccert.org/drleiluo



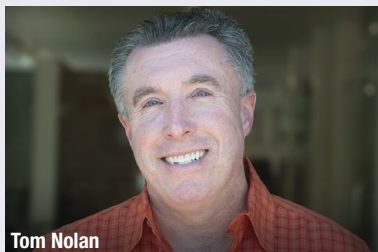
Itamar M. Junior

Co-owner, Atlas Pavers Co.

The Role of Geotextile Fabric

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

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



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 J. 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:
www.dccert.org/drpeterpanagotacos



Joshua Rengifo

Vice President, Joshua's Moving & Packing Services, LLC

Packing Furniture for a Move

If you're moving a fabric item of furniture (such as a sofa), it isn't necessary to apply paper or cloth padding before wrapping it in plastic. Once the item is wrapped, cover it with one or more packing blankets. Use tape to secure the blankets in place. Finally, re-wrap the item in plastic from top to bottom.

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



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:
www.dccert.org/sandyrostad



Bill Shepherd

President, Shepherd's Plumbing Heating and Air Conditioning, Inc.

How to Stop an Overflowing Toilet

If your toilet is clogged and looks like it's about to overflow, reach down and turn off the supply stop valve on the wall by rotating it clockwise until it stops. This will prevent the bowl from overflowing and give you a chance to remove the clog with a plunger or auger. Once the water goes down, turn the valve back on.

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

Diamond Certified Expert Contributors



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.

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



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