

Scott & Sue Dodge  
Mankato MN 56001

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Crest Exteriors  
Farmington MN

Thank you, again, Crest Exteriors. For all of the horrible storm stories I have heard, I am so very thankful to you that that I can not share the experiences.

In 2002 while living in Eagan a terrible spring storm caused tremendous damage to my home. At that time, I was raising two children, ages two and under while my husband was overseas quite a bit of the time. To say the least, I was overwhelmed. Contractor after contractor called and came to the door. There I can join the horror stories. Some were hurried, rude and pushy with many different opinions, some wanted the project to be scheduled by the job which would have taken all year, if not longer. The worst contractor however, repeatedly refused to talk to me, insisting instead to be called by my husband. I hope he is still not waiting. I was growing weary of the process when a man passing out flyers came to my door. He was not pushy or rude and he seemed very knowledgeable and offered to take a look at the damage to my home at my convenience. I scheduled an appointment for later that afternoon. About an hour before the appointment, it started to rain. Despite the weather, the Crest Representative was at my door, on time, just to apologize and reschedule. Our next appointment for the following day was again rained out with the rain and lightning coming about 15 minutes before the appointment. Once again, the Representative was at my door, on time, just to reschedule. The third day, with the chance of rain again, he showed up early.

The damage was much worse than had been previously found. Crest walked me around the house very carefully explaining the damage and what needed to be done and very patiently explained everything so I could take notes to share with my husband when called from Asia. I told him I found a company I was very comfortable working with and when he met with Danny and Mike from Crest, he agreed. Then the fun began. During the whole process of meeting with insurance adjusters, window company representatives and subcontractors, it was obvious the number one objective of Crest was me. They were always very careful to make appointments around my schedule, the kid's naps and around flight schedules. Even after all of this I was surprised when Mike said we needed to schedule the week (weather permitting) to get this done. I thought I was hearing things, a week! I had a three story house that needed windows, doors, siding, roof, soffit, fascia, gutters, you name it and he is talking, a week. I could hardly believe my ears. That was why they had been so careful to get everything set up before

the work started. They did not want me to be juggling my kids in a construction zone for any longer than necessary. They really made sure the customer came first.

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I left on a Monday morning for the hotel and they were done by Friday afternoon. They even made sure that the yard and house was cleaned up and safe for my kids.

I will admit that I was worried about the quality of the work being done so fast but my worries soon proved to be unwarranted.

When another storm hit in 2010, I was so upset. This time I was living in Mankato and had no idea who I should call to do the work. After talking to and meeting some local companies, I finally asked my husband what he would think if I called Crest. He told me to go for it but they probably would not want to take the drive. I called and the next day, Mike was in our driveway almost 80 miles from his office. He did another thorough inspection and lucky for us, the damage to our Mankato home was not as extensive as it was in Eagan in 2002. When Mike left, I explained to my husband what a feeling of relief I felt knowing that everything would be taken care of.

Just like in 2002, neighbors and friends were surprised to see how quickly and efficiently the jobs were getting done. When they asked for details, they got an earful. I have never hesitated to give the referral nor have I ever heard one bad report about the work that is done by Crest Exteriors or the people they employ. I have however, received many thanks.

During the 2010 storm in Mankato, Crest could have committed to many more jobs. I believe that quality means more to them than quantity and they have proven that.

In 8 years, I have had two major storms cause significant damage to my home. I am so thankful I have no negative experience caused by them and I have Crest Exteriors to thank for that.

Next time Crest Exteriors, you will be my first and hopefully only call.

Sincerely,

Susan Dodge