



FOR IMMEDIATE RELEASE

**EXTERIOR SOURCE SELECTED AS ONE OF THE 60 GUILDQUALITY  
HIGHEST SCORING REMODELERS**

**Richmond, Virginia, August 13, 2018** - Exterior Source, serving the Central Virginia and Tidewater areas, was selected as one of 60 *GuildQuality* highest scoring remodelers in the United States, in the 4<sup>th</sup> annual *Qualified Remodeler/GuildQuality* customer satisfaction report.

This is the second consecutive year that Exterior Source has been included in the report, which is based on *GuildQuality* ratings. *GuildQuality* is a third-party customer satisfaction software surveying company.

While home improvements market has grown dramatically in the past few years, it has also brought greater demands on customer service. The customer satisfaction report highlights the best practices and techniques utilized by the highest-scoring remodelers featured in the report. Some of the top satisfaction drivers include “trust” at number one and “problem resolution” at number two.

*“We believe in a system of checks and balances,” said Rod Renfrow, owner of Exterior Source. “We’ve implemented a process where people from each key department review all paperwork from each sale. This allows us to address any issues, and it makes the process as smooth as possible for our customers. If a customer has a concern, we’re quick to get a manager involved. We think that makes our customers feel like their concern is being heard and addressed”*

Exterior Source achieved a recommendation rate of 97.65% in 2017 from customers surveyed by *GuildQuality*.

For more on the 4<sup>th</sup> annual *Qualified Remodeler/GuildQuality* customer satisfaction report, visit: <https://bit.ly/2nwUneS>

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**About Exterior Source –**

Exterior Source is a Class A contractor specializing in the installation of gutters, siding, roofing, windows, doors and decks. Established in 1993, Exterior Source has served more than 25,000 customers throughout the Central Virginia and the Tidewater area. They are the exclusive home of LeafGuard, the only one-piece seamless debris-shedding gutter system on the market today. They are also a GAF Master Elite Roofer, a CertainTeed 5-Star Contractor in Vinyl

Siding and a Joyce Windows Installer. For more information, visit [www.ExteriorSourceVA.com](http://www.ExteriorSourceVA.com)  
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