



Robby, Cooper, Traci, and Nicholas Duncan

TTL Business spotlight

Griffith Roofing, Southlake

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How many people does the company employ?

We have six roof installation crews that have been with the company for over 10 years. In addition to installing composition

shingle roofs our crews have years of experience in installing cement tile, slate and metal, flat and TPO roofs. In addition we have two leak repair crews. Our well trained crews understands the importance of communication, professionalism, dependability, protecting your landscaping, and meticulous clean up. In addition to installing composition shingle roofs our crews have years of experience Our office staff includes a property claims adjuster that works directly with the insurance companies on our customer's behalf to insure that they are properly taken care of on their damage claim.

How long has it been in business?

Griffith has been providing outstanding customer service to the residents of North Texas for over fifteen years.

What prompted you to go into this business?

After thirty award-winning years in automobile sales with Sewell Cadillac, I mastered the "Customer for Life" approach to customer service.

In 2008 Griffith Roofing CEO, Mark Griffith offered me an opportunity to join the Griffith Roofing team. Mark's goal was to build a brand for his roofing company in the Dallas/Fort Worth area that would be known for superior customer service. I have built trusting relationships with our customers, insurance companies, agents and adjusters, and I have become well-versed in the insurance settlement process, thereby, enabling me to assist our customers with the extremely confusing insurance settlement process. Since joining Griffith Roofing seven years ago I have sold over fifteen hundred roofs and I have provided outstanding service to each and every one of my customers. I moved to Trophy Club in 2012 and set out to offer the residents of Trophy Club a neighbor in the roofing business that wants to be their "Go To" guy for all of their roofing needs.

Describe what your company does:

We specialize in composition, concrete tile, slate, metal, flat and TPO roof installations, rain gutters installation and roof repairs. In addition we have a fantastic group of sub-contractors that can take care of our customers' interior and exterior painting,

fence installation, staining and repairs, garage door repairs and we have a handy man that can fix anything.

Anything extraordinary/unique that your company does:

We provide a five year workmanship and leak repair warranty with our roof installations and a one year warranty on all leak repairs. In addition we provide a 24 hour, seven day a week emergency leak repair service as part of our warranty. In addition, twice a year we provide seasonal roof inspections for as long as our customers own their home. In February (before the storm season gets going), we go out and inspect our customers' roofs to make sure that all of their vents and flashing are properly adjusted and sealed and that there are no potential leaks issues. Again, in October, we will come back out and make sure their roof made it through the storm season unscathed. Upon completion of our inspection we email a report to our customers about the condition of their roof and complete all needed repairs. Most importantly, in the event of a hail storm that hits their home we will be there as soon as possible to cover any leaking areas, assess the damage and assist you with your insurance claim if needed.

Given your business expertise and the nature of what you do, what advice (whether general or specific) can you offer to the residents of your neighborhood?

When a hail storm hits this area roofers come in from all over the United States with one goal, to make some quick money and move on to the next hail storm. Therefore, when the need arises for warranty repairs they are long gone. We get calls all of the time from people that need help with a roof leak and they say, "My roof was replaced recently and I called my roofer for help and the phone number is no longer in service!" Always seek out a local roofing company that can provide references, has an A+ rating with the Better Business Bureau and has a proven track record for outstanding customer service. Do your research!



How would you like to have your business described?

The roofing company that has set the standard for quality, dependability and outstanding customer service.

What product do you have that is better than anyone else in your field?

Griffith Roofing uses only the highest quality roofing materials on their projects. There have been great advances made in shingles, underlayment's, attic ventilation systems and radiant barrier options all geared toward cutting energy costs and helping roofs last longer. I am very knowledgeable of these products and would welcome the opportunity to discuss how they can benefit you.