

About a year ago, during a particularly strong set of rainstorms, we had the misfortune to discover that our new home had several leaks in our roof. Being new to the Baltimore region, we had no idea who to get to fix this. So, we turned to ServiceMagic.com: an online community for finding contractors.

Almost immediately after putting in our request, we received inquiries from two different companies: Kelbie Home Improvement and another local roofing company. Mr. Kelbie was the first to come out to our home; he took a look at the condition of the roof and provided an estimate. The next day, the second local roofing company came in and did the same.

Having never dealt with a home improvement issue of this magnitude we had no idea how much the repair *should* cost. And to make matters worse, the estimates we received were vastly different. After much deliberation, we had decided to go with the competing contractor. His estimate was cheaper, his online ratings were generally favorable, and he assured us that his repair plans (even though they weren't as comprehensive as Mr. Kelbie's) would fix our leaky roof. Shortly after, the competing contractor came out, slapped a coat of material on the roof and claimed it was fixed.

A week or two later, another strong rainstorm rolled in. We were devastated to find that the roof was in worse shape than before. Not only did all the original leaks still exist, but a number of new ones had also appeared. The next several months, we tried to get in touch with the contractor so that he could fix the problems, but he never returned any of our calls. Over the course of the next year, we had to just cope with the leaky roof. The original "repair" had tapped our savings.

Once we were able to save a little money, we hired Kelbie Home Improvement. This turned out to be a great decision. His crew was quick, thorough, and professional. They were able to fix all of the leaks in our roof as well as additional issues with our gutters and interior that were contributing to the problem. And despite the issues left over from the previous contractor, Mr. Kelbie honored the original estimate he had given us over a year ago.

The old saying, "You get what you pay for" has proven to be all too true for us. We went with the cheaper contractor trying to save a few dollars and ended up losing a lot of money. The estimate we received from Kelbie Home Improvement may have been higher than the other contractor, but what we got in return was more than worth it: a skillful and professional contractor, a trustworthy business, and a job well done. We will be using Kelbie Home Improvement for any future home improvement needs and would highly recommend this company to anyone.

David and Francesca Burdick