



Dear Garland Insulating, Ltd.:

Congratulations on achieving Best Pick™ status in 2010. We know you've worked hard to accomplish your high level of customer satisfaction, and we at Best Pick Reports appreciate your efforts. Attached you will find a sample of what your customers had to say about your work this year.

Thank you for all of your hard work, and we look forward to working with your company in the future.

Sincerely,

The Best Pick Reports Team

*They came out and added some insulation to what we already had. I thought they came in, and they did exactly what we needed them to do. They advised us well. We were very pleased with what they did.*

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*I was very happy with them. They showed up when they said they would, didn't break anything, did a good job, and good cleanup. They taped the areas. We had two things done. One was radiant barrier sprayed in, and then two was, added insulation. So far I haven't had any issues, and everything looked good. Been happy with them.*

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*I'm very happy and very pleased. I've quite a bit of work done on the home, and I'm trying to keep everyone in their proper slot here. As I recall, they were on time, were very neat, finished up okay. I thought their price was competitive, no problems whatsoever. So I would say solid A. It was attic insulation. Today, if they do a good job, that speaks volumes.*

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*They put eight or nine inches of insulation in the attic. They did good. They were on time, they did what they needed to do, and everything was acceptable. There were no problems. I was satisfied with it all.*

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*I thought they did a good job at a reasonable price. They gave me what they told me I was gonna get. I know they said, mine was second job or whatever. I guess the people before didn't put enough insulation in the attic or whatever, so they actually put more insulation than what was in there originally. I thought they did a good job, and efficient. Also, their truck was leaking oil, but they had cardboard that they slid underneath the truck, so it wouldn't stain the driveway too. But, they did a good job.*

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*They are good. Timeliness, cleanliness, and price value made their work good to me.*

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*They came out, put insulation in my attic, and I was very pleased with it. It was not a problem. I was just pleased with everything that they did—you know, not a real complicated job for them. But they did everything they said they were gonna do, and they were nice about it, etcetera, etcetera. I was hoping to help my bills, obviously, because mine was not very deep. Everything I read said you needed such a depth or whatever, and I needed mine to be boosted up to that. I'm not really the one to answer that because my wife pays the bills, and I'm not really sure about that. But I hadn't got any water, so let's put it that way.*

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*They're fine. They did everything they said they were going to do. They had done the original install.*

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*I was very, very pleased with them. They just added some layering in my attic. I think it has made a difference, but I'm looking more for the savings this summer. They were recommended. They were very professional, and the price was good.*

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*The work was just fine. They did nothing spectacular. They just did the insulation just like they were supposed to. I believe it's helped. All good things, nothing bad to say.*

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*I think they met our expectations, and they did a good job. It was a hundred-year-old house without insulation. I can definitely tell a difference.*

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*That's a long time ago. It was okay, good insulation and the paint on the attic whatever. Nothing that I can think of that stood out about it.*

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*We used Garland Insulation, this year—not too long ago. It was for blown-in insulation. It was just because we wanted to add it. We did notice some difference in the temperature.*

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*They are great. I've had no problems with them at all. They've been very good, very reasonable priced, and we've had 'em many times now. It was residential. I've had the same people working for them a long time. They are very good at what they do, and I just continue to use them. I think they are very reasonably priced for what they do. The guys care about the job they do, and that goes a long way with me.*

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*With the freeze we had, we had a pipe burst, and we needed to reinsulate. They were very professional and did a great job. I would recommend them to someone else. I've used them two other times.*

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*I was very pleased. They just added 20 inches to the attic. They were just very pleasant, on time, and very efficient. They came, they did the job, and they left. No problems from anything.*

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*It was fine. I'm satisfied.*

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*We were very happy. We liked them very well.*

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*I've been very pleased with our insulation company and very satisfied. I have not had any issues. They did a good job. That's been a long time ago, but best I remember, they did a good job. I wasn't unhappy.*

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*It was good. I would use them again.*

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*We had Garland Insulation. We had no problems with them. They worked with my schedule, and they were fast. When we set it up, they came. They worked hard, they got finished, and they left, so I didn't run into any glitches with them.*

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*Actually, they did a great job, and I was well satisfied with the service. The workers seemed like they knew what they were doing.*

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*I did work with them. I liked them. It worked out well for me. There was not a mess. It didn't take very long, and I thought what all they told me they would do, they actually did. I always had low insulation when we moved into this house, and I wanted more.*

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*They were good. They were prompt and early and finished. They didn't mess up too much either, which is good.*

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*They've always done excellent work for me. I'm a general contractor, and anytime I need insulation, I always call them. Or if I need a heat radiant barrier on the display on the inside of the attic, I call them for that, and they've always done excellent work for me. I work with Kennedy; he's their specialist in insulating. He always comes out quickly, he's always on time, he does what he says he's gonna do, he's friendly, and he's very enjoyable to work with. He knows what he's talking about, so I don't even get a bid from anybody else.*

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*We were pleased with their work. They did a nice job as far as cleanup; they didn't make a mess or anything. I've noticed a difference since having the insulation put in.*

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*If it's who I think it is, they're the ones that put thermal barrier in the attic. It's just aluminum foil that they put on the attic above the rafters. That's about right. The work was okay, but it's just that their product is not worth a flip, and it didn't cut my utility bills any at all for the amount of money I spent on it. It just didn't do what they said it was gonna do. As far as their work, they got it done. It's just their advertising on it is what was poor – it didn't do what they said it would do. I mean, they did a wonderful job of installing it, but it just didn't do any good. Overall, I would say I'd give it a C, I guess. The work was great; it just didn't do what they said it would do.*

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*They did a good job. I mean, their employees were on time. They came when they were supposed to. I looked at the work that they performed, and it was right on with what they needed to do.*

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*I think it's Garland Insulating. I think that's who did it. I think they're in Garland. I had additional insulation blown in because we had the house a long time, and it needed to be thicker.*

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*I think their services were great. I would use them again if need be. I have already recommended them to other homeowners.*

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*They installed some insulation in the attic – blown insulation. The salesman was nice. They worked with me. But the guys that put it in shorted me. They didn't put enough of it in, and I still don't think I got enough. But I'm not gonna jack with it anymore. They had to come twice; I let them know the first time. They had to come back and spray more insulation in it, and then I went up in the attic later. I still don't think I got enough insulation. I'd say they were mediocre.*

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*It was very positive. I needed the insulation checked in one part of the back of the house. I went to talk to them; that was it. The owner came by, and they did a very good job. And they were very nice about it, and it's working out very well. So it was very, very positive – Garland Insulation was fine.*

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*They insulated our attic, and they were very nice. They did exactly what they said they would do; they put in the amount they said. We have another attic and other issues, but I do believe that it has made the house more comfortable. I think it has helped, definitely, and that's about all I have. This was Garland Insulation. It has been close to a year. It is more comfortable, and I do think that the furnace didn't run quite as much. We're really experiencing the first real summer with some of it, so that is a big help.*

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*I have gotten some other jobs, so I feel very, very flattered to have them. I like the guy that came out – Bill, I think. The older guy did a terrific job. I would say it's three feet up there. Of course, I have different windows. The windows could be changed out, but even so, my electric bill is way down. I'm very, very satisfied.*

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*It was great. The quote I got from the guy was very honest, and he gave us some hints on how we could save money on doing things ourselves. And then the people that came in, they were in and out. It was just fine. We just got into summer, but, you know, I saw the savings in that we did get the tax credit like he mentioned, for upgrading our insulation in our house. I did see savings as far as that goes. But I haven't been able to sit down and look at our air conditioning bills, because summer just hit.*

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*I think it was good. They responded in a timely manner. I thought they were thorough. I felt like the technicians were pleasant and had a good attitude.*

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*The service was good. The guys were quick. They did it up in our attic, and it worked fine. We've got no complaints.*

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*I had a very good experience with them. They did a good job. They didn't leave a mess or anything. They were very professional as well. I found that the technicians had a good attitude as well.*

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*They were on time. They came in, gave me an estimate, came back and did the job, and left. They were great. There was no mess. They were fine. I absolutely would refer them to other people.*

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*They did just fine. They just came in, did their work, and left. And I paid them, and that was it. I was stupid enough to get one of these new thermostats, and I don't think it's stupid good. And then they put smart meters on our house.*

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*It was great, no problems. It was just a couple guys—friendly, got the job done, and got out of here. We had to do an add-on, and we haven't finished it yet. It's still a work in progress.*

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*I have an old home, and they did a good job. I just didn't have any problems with them at all. It was a long time ago.*

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*They did work in the attic, putting in insulation. I think they did a very good job. I already have referred them to other people.*

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*I would recommend them to anyone. They've done a great job. Well, they were on time, they took care of business, they come out here and they've done the job. Gosh, they've done it in less than an hour, and when they got through, they ran me through it. I couldn't ask for anything any better. It was money well spent. It was great. Like I said, I got up there. It looked like the snow had fallen in the attic. What I did, I just showed them what I wanted. Of course, they already knew, but I showed them where. I just got out of their way and went on about my business, and next thing I know, the gentleman came down and told me. He said, 'I'm through. Would you like to take a look?' And I said yeah, and I was well pleased.*

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*They did attic insulation and underneath our house insulation. They did a great job; they were very professional and courteous. We've recommended them to a few people already.*

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*We've had other properties, so to be quite frank, I don't remember. I'm sure we used them. They did insulation; I think we were happy with them. They did everything they said they were gonna do. I just remember they were reasonable, they were quick, and they were clean, efficient. They were pretty good, so far as an insulation company might be. We were really happy with them.*

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*They did fine, and we were pleased. It's been a long time ago already, over a year, year and a half ago.*

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*I thought it was very good. I would refer them to other people. I was very pleased with their service.*

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*It was my attic. So far, I haven't had no complaints about it, so it's okay. They were okay. They spoke Spanish, but they understood some of the things I said. And I made them sign the contract, and they signed their name and everything.*

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*We were very pleased with the experience. Salesman was very efficient. Product wise, we got what we wanted, and it was a relatively no-hassle insulation. So all, those things were in their favor. I think very good personal customer service.*

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*For insulation, I would use Garland Insulation. They do all these houses in this subdivision, and we used to use them where I used to build.*

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*It was good. They did the job in a timely fashion. The technicians had a good attitude about themselves.*

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*Garland Insulation did okay. I mean, they did a good job; I think they did okay. Just got it because we wanted to have our attic insulation, put more up there where it needed it, insulate the house, that's all. I think it has helped some.*

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*We don't have any complaints. It seems to be fine. They put insulation in the attic over the back half of our roof area. We very definitely notice a difference. We just thought they had the most reasonable price, and they were very easy to work with.*

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*They did an okay job. I had to call them, but they came back and took care of it. I guess there's no complaints, and I would use them again. They came back and took care of it.*

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*They did a great job. They were there when they said they would be there, it was a competitive price, and it was a good experience. Unfortunately, with our electric bills, I haven't been able to tell a difference, but as hopefully as the summer's getting hotter, I'll be able to compare it to last year's bills.*

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*The gentleman that was the contact was very up-front and upright. I talked to him several years ago, and he did what he said he was gonna do. Now whether or not it was competently done, I have no idea. I'm an amputee, and I haven't been up in my attic where it was done, so I can't make any judgment relative to the technical aspects of it. I surely haven't had enough time to find out if my electricity bills are down because I now have a renter. They did it immediately. It was a no-brainer, a no-sweater.*

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*They were pretty good. They were here on time, and they finished it the time amount they said they were gonna be here. It appears that it works very well, very much so. I'm good with the bill and how much air I feel and heat – the temperature is a lot better, and the bill is a lot better.*

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*I'm not super thrilled, but it's okay. There was just some the installer had to do. What we had requested was a job slightly outside of their normal working. We have an existing home that we had ripped the walls out of, and they were doing the insulation for it. So they're used to doing new construction a little bit. But it should've been pretty similar to what they usually do. We got a lot of foam up on the ceiling, and it was just a bit of a mess. But it's a bit of a messy process. Also, we just recently had the windows installed, and they did a poly-spraying foam at some of the cracks in there. It got kind of a mess, and it wasn't able to install baseboard and stuff. I had to do a lot of trimming and removing to get back to where I needed to be to be able to do the further installing that I needed to do. That and there was nobody on site that spoke English, so it was a little bit difficult to communicate. I would say their grade is somewhere from C to B. It's not all that bad-looking. In going forward, I have to get some*

*more insulation. I'll need to be doing my kitchen and my bathroom eventually. I don't know if I would call them again, but I might. I might look again, but not so much that I would never go back. I would say it was a serviceable job. The job—the product—was installed capably and professionally. It's just there was just some minor issues that I had that just would make me kind of question whether or not I should go back if I have further insulation needs.*

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*They've done good. They've done a good job for me. They were pretty timely, and everything went good.*

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*They did a good job. I would recommend them to other homeowners. They cleaned up well after themselves.*

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*It was work in my attic. They were fine. Everything was great. Just the fact that they came out and did it and got in and got out pretty quick, that stood out. I have noticed a difference since they put it in; it's pretty good. I mean, we don't have a whole lot of experience with insulating companies. They were the only one we used, and it turned out just fine, so I'm assuming everything was great.*

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*They simply added insulation into my attic. I was happy with the services. They showed up on time and did good cleanup. They did very well—no complaints.*

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*They did such a good job. They got in and out very rapidly, and I was certainly very pleased with them. I was happy with my experience, very.*

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*They did fine. They were clean and neat and prompt, and they did everything according to what they had said they would.*

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*I'll have to admit that originally it was kind of some misunderstanding about what needed to be done on the part of the people that initially did it, but I'll have to say that they ultimately took care of everything that needed correcting. I am satisfied with their service. I'd rate them at least a B. It made two service days instead of one out of what should've been taken care of. But I'm satisfied.*

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*They did a good job and did exactly what they said they were gonna do. It was my first time using them. I was just updating and trying to get more energy efficient. I do a thing or two every year, so that was on my list. I have my heating and air conditioning on a monthly average, so I really can't tell, but I think it helps. I think just having the insulation increased helped, but I can't say there was a big fifty-percent drop in my bill. I wish I could.*

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*I'm very happy with them. We have a house that is probably twenty years old, I would guess, somewhere around there, and it was never insulated. And they did the job for us back in, oh, probably January or February, did a satisfactory job, and we've been very happy with it. As soon as they pulled their hose out of the front door, we could tell the difference. Well, they blew it in with about a six-inch hose, and they couldn't shut the door all the way, so it was a little bit cool in the house. But when they pulled that hose out and put it back in their truck, it didn't take fifteen minutes till the house was nice and comfortable, and it was cold outside. So we have since added new windows. They don't leak the temperature from the house 'cause it's got double panes, and it's got argon gas in the pain. We don't need a sweater or anything like that. We've been very happy.*

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*They were there on time, did the work, and were a little messy. But besides that, they're okay. I could definitely tell from the attic that it's a lot better when we go upstairs and stuff. I would give them a B.*

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*Garland — they did a wonderful job. I'd refer them to other people.*

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*I think they were great. They did a good job. We seem happy. We don't have any problems with them. I think they were great.*

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*They insulated the ceiling of my home, and I was very pleased with their work. I have nothing adverse to say, and think they did a good job. I was happy with everything.*

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*Not at this house, but at my old house, they did great. They give you a good quote and service. I actually referred them to other people as well. The quote was right, and then the product was really good. I asked for something, and they gave me other ideas, even when they were less expensive, so I thought that was pretty great.*

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*You bet they did an excellent job. I really enjoyed it. They were very helpful, very explanatory, and very clean. They were great – some of the best people we had come to the house to work on stuff.*

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*Garland was good. I don't know if they put as much insulation in as I wanted. My son was here when they did it. It doesn't seem like there is enough up there, but otherwise, they were good. I haven't had a time to call them back; I need to, probably. I'd probably say I'd grade them about a C – only okay.*

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*About a year and a half ago, they worked for us. They did fine. They were timely, had good service, and they explained everything to me. They just insulated my house, the whole house. The price was fair, so they were fine.*

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*They did fine. They put on a radiant barrier, and it's worked out well. I think putting it up went smoothly, and the initial appointment went fine. The follow-up appointment went fine. Everybody, I had no issues with. It was well priced. We got a competing price, and theirs was a little lower. The only thing I'd improve is there was pretty significant overspray from the paint, and I don't think – because it's coming out of the spray paint – they can avoid that. If they had told me, I would have covered some things up. That would be the only thing. I'd give them an A or an A-.*

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*They were great. They did a great job, and they came at the time they said. They finished within their allotted time, and so far, I like my electricity bill, the price. It seems like it works. I got it done around September, so my gas bill wasn't as high as it normally was. So, I think it works. You know, they were like perfection—kind to us and giving us a quote back that was good. A lot of people, they only gave only the phone quotes; they didn't send people out. Garland sent someone out there to look at my home.*

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*They did do work for me in the past, and they did a great job. They gave me a good quote, and they were able to do the work the very next day. They did a rental property for me, in an attic. They gave me a very competitive price, and you can't beat that they come out the next day to do the work. I don't know what else you can say that's better than that.*

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*The quality of the work was fine. They did the job in a timely manner, and the technicians were very professional as well. They cleaned up well after themselves.*

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*I think I gave them an A+. They did a good job. I don't expect anything except good service; we're not friends. The house I sold, so I don't live in it.*

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*They insulated my daughter's house in Dallas, and we were very, very pleased. It's been over a year, and I cannot remember the guy's name. But he came out and made an estimate and explained exactly what needed to be done. They came when they said they would, and actually, I was there because she was at work. They were there two or three hours, and they were neat, clean, and did a wonderful job. And he left a sheet with the exact calculation for how much of a tax credit she would get and all the explanation of the percentage with the labor costs and all this kind of stuff. Subsequently, my husband and I had insulation, and it was like pulling teeth to get that information. I think that's all I remember.*

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*I'm not that informed about insulation, but they came and blew this stuff in. That seemed satisfactory. I haven't had any problems. I wouldn't even know. They blew it in the attic, and I don't really go up there or anything. I mean, I looked up there, and as far as I can see, it looks fine. It was recommended. There was several that had come when we first moved in the house. I've been here a long time, and the insulation settled down. It's supposed to be thirteen or fourteen inches, and it was way under that, because it had settled after all those years. So someone had recommended several people. The guy that came to spray for the bugs, he said, 'Hey, did you ever look up there? You really could use some insulation.' They spray the roof; I forget what they call that now. It's some kind of barrier, and anyway, he said, 'Even if they did that, you're gonna need more insulation.' My son looked up there and said, 'Mom, you really do need to do it.' So I went ahead and did it. I did not think of some things because, like I said, I didn't know that much about it. But one of the things that I would do is compare, which I did not do. You know, there are different kinds. They have the other kind of insulation that you can get at the store that's been rolled. So just check, because what they did for mine was they blew this stuff in, and it seems fine. I mean, I'm not complaining or anything like that, but I didn't even think to look really check different places. I did check different places for prices, and they all pretty much ran the same. The other kind is that kind that's in a roll where they lay it out. It looks like the kind that you put on the walls, in between the studs. It looks like that. And that's the only thing that I wished I would have done, asked if there was more than one kind, and I didn't do that. I just called them, and they came and looked and said you know, 'We'll be here on a certain day.' But I don't have any complaints, I really don't.*

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*It was alright. It was pretty good. It's fine. They just do what they needed to do, and they did everything fine. We didn't have any problems at all. Did exactly what they said they were gonna do, and everything seemed to be fine. Sprayed it in there – an attic. They just seemed to be fair and did a good job and were quick – that's all that matters. They did a good job, and they just did their thing. It wasn't a problem with nothing and just did fine. Everything went smooth. Because I'm in service too, you know, and either it goes good or it goes bad; there's no in the middle. I was pretty happy. They did a good job, helped me with the paperwork thing and all that for the rebate. They did everything they were supposed to do, and they didn't jerk me around or tell me things or whatever, as far as I know. They put the product in there, it was what I paid for, and it looks like it works.*

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*They provided the service in August. They did the insulation in the attic. It was good. The technicians were very professional and cleaned up well after themselves also.*

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*I did an energy audit, and I identified that that was one of the big energy savers to do insulation. I think they did a good job. They were just pretty quick and efficient, and they do what they were supposed to do. I actually seen quite a bit of savings.*

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*I just had blown insulation put in, and they were quite knowledgeable and gave me a good competitive bid, so I went with them. I actually got their information from my sister; they came recommended from her. I think she had the insulation done through their company a few years prior to me needing it. I've actually redone everything, so I think the difference I would notice in my bills would be all combined—I've redone my heat, my AC my ductwork and insulation. I don't think it would necessarily be just the insulation, and I haven't gone through a full season yet. I just had it done at the beginning of winter. I only have a 1,200-square foot townhome that is attached on each side, one story, so my utility bills have never gone above \$150 combined, my gas and electric. So, I'm pleased with it so far, but I'm waiting to see how everything turns out for summertime too.*

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*They did do some work for us. It was great work. They did really good. We needed additional insulation in the attic, so we had enough added to have real good insulation in the attic; that's the reason we got it. It had never been added to or replaced for many, many years. We had some insulation added. Well, they were prompt, courteous, did everything exactly as they're supposed to, so didn't have any problems. They did exactly what they said they'd do and did a good job, and we were happy with what they did.*

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*Overall, they did a good job, and I'm happy with it. I guess they're just easy to work with and scheduling-wise and everything. They did insulation in my attic. I've nothing else to say—it was all good things.*

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*They're good. Nothing stood out about their service. I'm a contractor myself.*

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*Garland Insulation. And I just had that spray-on thing in the attic, radiant barrier, and then also added 11 inches of insulation in. So, they did a really good job. I saw a huge difference with the temperature there.*

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*I guess it was good. They provided the insulation in the attic. I would use them again if I needed to. They did the job in a timely fashion.*

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*just did for my building we were selling or, the house that we were selling, so I don't know. They did a good job. It was fine. They were very much on time, and they did it quick and efficiently, and they left. I*

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*Gosh, they did a fine job. Nothing stands out that makes me say it was a fine job. But, they were punctual, and their price was right; that was it, I guess. I think I've noticed a difference in the temperature. I haven't really looked at the bill.*

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*We have a 34-unit condominium, so we had it all of the attics brought up to R-49 insulation. We were very satisfied with them. They were fast. They were great. We would consider working with them again if we need more, but I'm hoping not.*

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*They did a good job, they were here when they were supposed to be, their people were professional, they cleaned things up when they were finished, and they did exactly what I asked them to do without having to go up. They did what they were supposed to do, just adding an additional layer of insulation over existing insulation. It was in the attic. They did what I paid them to do. It was pretty simple.*

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*For the installation that they did last year, around July, the service was very good. I would recommend them to other homeowners if asked. The technicians appeared to be very thorough in their job. They finished the job in a timely fashion.*

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*I thought they were wonderful. They were just really responsive, they showed up – all the things you look for. They showed up when they said they were gonna be here. It took as long as they said it would take. They didn't mess my place up or stomp down any bushes or flowers or anything. They were just really good.*

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*I used a company called Garland Insulating for putting additional insulation in the attic, and they did a real good job. They came up, and they were through in about three hours. They also sprayed a barrier up under the other side of the roof.*

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*We were satisfied with the service. There's not a lot to do: you come in, you put in the insulation, and you leave. Weather changes from year to year, so it seems to have done what it's supposed to do, but that's a little hard to do between weather changing and the price of energy changing. I would have to run some type of analysis to the firewood, and I've got that. But I've got some of that, but it's not to the point where I say, 'Hey, it's wonderful. It's great. It lowered my bills X percent.'*

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*I was satisfied with their services. I would recommend them to other homeowners. I thought their technicians were very professional.*

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*It was good. They did attic insulation. I didn't have any problems other than the fact the stuff blows around a little bit; I had to vacuum. But other than that, it was fine. They were in and out, and as far as I can tell, it's even all the way across. There's certain parts I can't get into, but they were thorough. They used the blown insulation. I would definitely recommend them to others.*

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*They showed up earlier than they were supposed to, which was fine; they didn't show up late or anything. But they showed up about 45 minutes earlier than they were supposed to, so it was like 7:30 or something on Saturday. They did not speak very good English. It was very, very difficult. It's really nice to be able to find out what they're doing and stuff, and when they came, I asked the guy if he was gonna put protective matting or something like that down because there's gonna be tracking in and out and stuff. He said they would have to leave and go back and get it. So they left and they came. They said they were gonna be there, but they didn't*

*speaking that much English. It was kind of hard to find out—I was trying to find out what exactly they were doing. They were up in the attic. One guy was feeding the insulation into the truck, and they had these big tubes that they take through the house, cuz it was one of those attic ladders that they had to go up to do it. They were very efficient. They did the job, and they did an okay job, not the kind of thing I'm gonna get up and walk around to see what kind of job they did. But it just bothered me that I really wasn't able to communicate that well with them. I'd say they were average, probably a C+.*

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