



"We've done your homework for you."



Dear RainAway Deck Drain Systems:

Congratulations on achieving Best Pick™ status in 2011. We know you've worked hard to accomplish your high level of customer satisfaction, and we at Home 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 Home Reports Team

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*I've been very impressed with them. Originally I had one of their products installed about ten years ago. The owners of it broke away a couple a years ago, and they formed a new company. The new owners are the ones I went with on my recent renovation last year. RainAway is the company that installed my stuff, and I'm very pleased with them. When we had their old system and I called them up—there was a couple of leaks—they were courteous and polite and professional when they came back and fixed the leak. So that's why I went with them a second time.*

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*They were a great company to work with, in and out, and I have had no complaints. They did the job. I've had under-deck systems before, so this was a nice pleasant surprise, because the last one I had—and I can't name the name because I think they're out of business—but it was just a constant battle and everything with them. RainAway, though, they were in and out and they did what they said they were gonna do in a timely fashion. They were good.*

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*I was very pleased with everything about them. They workmen were knowledgeable, and they knew what they were doing. They represented the company very well. I felt comfortable that they weren't just hired off the street, and they knew their job. They did it well.*

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*Love it. I would recommend it to anyone. Every time you sit outside it rained, and I just got tired of sitting out there when it rained, and we went to a home show and seen them and called them, and also we had a new deck put in and our deck people also recommended them, so that's kind of how we came about RainAway, and I would recommend them to anyone.*

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*They put in their system under our deck. We had a new patio put in, and they were actually fabulous. In fact, they had brought a certain color, and when I looked at it—I had picked it from a sample—I said, 'You know, I might be happier with the other color.' They were like, 'No big deal. We can go back and get the other color.' They were wonderful. They got the work done very quickly. They worked well with our landscaper that was putting in the patio part. So far we have had a lot of rain, and we haven't had any issues. It is pricey, but you can tell they are right in line with their competitor from a price perspective. I really like them better during the sales process than their competitor.*

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*I was referred to them by a friend, and they had great customer service. I will say that they do what they say they're going to do, and the product is just a good product.*

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*They did a fine job, and I would recommend them.*

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*I like them a lot. They were very nice. They did a good job, and I don't have any complaints. They just put a system underneath my deck, so that the water would drain off and not totally saturate everything underneath it. I would recommend them for sure. My deck is really small. The best is when you put it up under a big deck, because it just goes splashing. When things splash, it just gets the bottom a little wet anyway, but not saturated like it was. The bigger it is the better it works. It works fine—it's just that the deck is small.*

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*I thought they did a great job. They promptly handled any little issue I had and came back with no issues, no questions. They put in the under-deck system which forces the water away. They came on time as they stated they would, and I think they were great people to deal with.*

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*They did a great job.*

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*They did some work for me last year. The gentleman that came out to give me the estimate, I can't recall his name — Jeff, I think. I think he may be one of the owners. He was very professional and provided a lot of good literature and good information on the company, so I was initially very impressed. He gave me a quote which was reasonable compared to the competition. They were able to perform the installation on the scheduled dates, and from a billing perspective, it was a pretty easy process to follow. I think the product is good, and I'm very happy with it. The service was good, so I'd recommend them.*

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*It's great. I love it. The price was right, and I would recommend it to anybody. I've compared two samples or two different companies.*

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*I was very pleased with their customer service. I believe it was Jeff that came out, and he presented what they had to offer. We were not ready to make a decision right at that time, and he was very patient with us and checked back with us, but not annoying — he didn't call us every day or anything like that. Then when we made the decision to go ahead and go with their company, they were out within a week to do the work, I think. The crew that they had was very professional, and the work looks beautiful. It's working exactly as designed. He did not push on us because we didn't do our entire under-the-deck system. We didn't do all the whole deck for financial reasons, and we were very pleased with the fact that he wasn't pushy at all or nothing kind of thing. He was very gracious with working within what our budget could allow. In other words, we were very pleased.*

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*I have a great opinion of them and I am very happy with the product — they did a great job. What stood out was the initial sales call, the person that came here and gave me the information, the follow up, and the people that worked on the job. It was all pretty top-shelf.*

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*They did a good job. They've done several in my neighborhood, and they did a good job. He did what they promised to do and for the price they promised.*

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*RainAway is by far the best system that's out there. They have identified all the negative features of the under-decking system, and they have put them under a glass bowl and scooted them away. They keep an eye on them and they make sure they don't gravitate back toward them. And they continue to tweak the system, if you will, to perfection. They've identified what I would call all the negative features of that product, and they have continued to tweak on those positive features. Besides that they have a lot of different options that you can choose from that some of these other companies do not have. Their service is second to none. You can call one day, and they're out the next – their turnaround time is well within industry standards. They were able to get in and out, and they have about a two-to-three-week lead time which is no problem for most homeowners. We're actually contractors ourselves, and we used to do all that ourselves. Their price and their service has just been an uproar. We can mark it up and just let them do it all.*

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*They were fantastic. They held to their schedule, the pricing was just right, and as a matter of fact, I referred like three other friends to them already. I was kind of hoping that when they did the install they would just do a come-in, do-their-stuff, shake-my-hand, take-the-payment-and-leave kind of thing. I am surprised they haven't followed up afterwards, but I would give them all kinds of praise. I would absolutely not give them less than an A. I think they did phenomenal work. I recommended them to about four other folks that are currently having theirs done. They did a good job.*

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*I was very pleased with the whole operation. The young man, the proprietor for the company, was very pleasant. He explained everything in detail. The pricing was clear and understandable, and he did the job on time and on budget. I was very pleased.*

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*I thought they were awesome. I contacted them, and they were very responsive regarding the quoting process. They came out and explained the entire process, and I decided to go forward with the install. It cost exactly what they said it was going to cost. They got it done in the exact amount of time that they said they would. I had an issue about a year later, and they came out in 24 hours and addressed it. Fixed it for no charge. I didn't even know that they had come and gone.*

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*I'd rate them at the top—they've done a nice job.*

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*It has held up OK. I think we had a little bit of a misunderstanding regarding a portion that they didn't cover. I wish they had explained exactly what they were going to do. Otherwise, whatever they installed is working well. I think an A grade is fine. They were pretty understanding and helpful. It is probably my mistake, as well, for not asking certain specific questions.*

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*I think we were really impressed with the work—extremely professional. The workmen did the work exactly as described and, bottom line, we were really happy with the whole project.*

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*They sure did complete work for me. They did the undercover, the under-deck coverage, and they did a great job. I haven't had a leak or a problem since they did it. I wouldn't hesitate to recommend them.*

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*They did a very good job. It was very professional. It looks good, and we are very happy with the service and end result.*

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*They completed some work for us. We thought they were very professional. They did a great job, we think. We had some questions afterwards, and they were able to answer them. Price-wise, they were a little bit higher than other companies that we had talked to that do similar things, but we felt like the value of their product was more. We definitely recommend it. Unfortunately, it's been so hot that we haven't used it, but hopefully we will in the fall.*

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*The system has held up great. It looks great, and I'd say we selected them mostly based on comfort level—we thought they would do a great job. That's about it. I just think they probably have the best products on the market and are great to work with.*

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*On a one to ten scale, I would rate them a ten-plus. This is the second time I've used them, the second house. They actually did it last year, the job that they did, and for some reason I didn't close until this year on the house. I didn't want to do it before I closed, and he honored the price of the last bid. They came out when they said, and when they finished they did a first-class job. I'm building another 460 square feet of deck, which should be finished in the next 3 weeks, and we're just going to start next week. I'm going to go ahead and do that too. The systems are great and their workmanship is good, and I got just what I paid for, which is rare nowadays. I'm going to use them again.*

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*They offered a fair price. They have a good product and came in exactly on budget and completed it in a relatively short period. I assume they're going to back up their work. I have one little thing I need to call them for, I just haven't called them yet. That's just one tiny thing on a gutter spout that they put in, but other than that we're very pleased with the product. They did a very good job.*

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*They did underneath our deck on two different decks. The only thing I had trouble with was they were working through my deck builder, and my deck builder was telling me they were coming on one day and then they didn't show. I called them and basically I ended up saying that I would prefer dealing with them directly than through my deck builder—there was too much miscommunication in the process of getting them to come out. They worked well with me. I think it looks nice, and I think they did a really nice, quality job.*

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*I was very pleased with them and very happy with their work. They were professional to deal with, and the system's held up well. No issues.*

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*It's terrific. They gave me all the information I needed to have, and their pricing was within my budget—not out of range. They were very pleasant, very prompt, and cleaned up after themselves. I just didn't have any issues whatsoever. I was 100 percent satisfied. The system works great for me, and I've had no issues.*

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*I thought they were really good. They were very efficient, and I love the system. I haven't had a problem with it yet, and I think it had better reviews than the competition.*

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*My husband did most of the research. I think that the whole system is what we were looking for, and they were just very nice to work with, real easy.*

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*They did work for my company. They did an excellent job for us. They came out, delivered at the price promised, and got the job done. I found them looking for their particular product. Just a great company. Anytime I need that particular product for one of my jobs—I'm a remodeling contractor—I call RainAway.*

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*It's been fine, and does what it was designed to do. They were just someone that a friend of mine had known, and there's not that many people that do it. I inquired and it seemed like they had a good reputation and so I got them to do it. They did a fine job and it's working.*

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*I got two different companies that've been in here. The last company was RainAway, and they do very nice work. They did the installation for me near the end of September to the beginning of October. I think that the other company that put my underdecking in—I've got three levels here and this is the second level—I didn't think the work was done very professionally. It doesn't look as good, so the RainAway has a very nice installation. They do gutters all around and it's decorative. In fact, it looks very good, and I would give them an A grade overall.*

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*They put up a pretty-good-sized RainAway system for us on a pavilion for a home owners' association. They did a very good job. They did it in the allowed time and, from a cost standpoint, it was very competitive. I had used the company before, but it was called something else, and we did a couple of decks on some residential homes that we built with them. We have been dealing with Dave and Jeff off and on for maybe ten years.*

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*We were very impressed with them. It looks really nice. They were very professional, very friendly. We didn't know, going into it, that we knew the guy, but our sons happen to go to daycare together. They were very professional and they did a great job. The work was done very well.*

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*I think they did a terrific job—the system has been great, and we haven't had any trouble with it. I would definitely use them again. I hope I don't have to use them again, though. I was looking at that and I actually had a neighbor that had used them, so she referred them. They were dependable, reliable, and honest.*

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*They did a good job. The principal of the company had actually worked for another company a long time ago and I had another product on there. I couldn't figure out whether to stay with the same product or change. He said, 'Well, it's been a long time, ten years or something, and if you want me to repair this other product, I don't carry that line anymore, but I'll stand behind my work,' so that was pretty good. They came in and did the job in pretty short order, and I felt like they understood what was going on. I would say it was good; they did a good job.*

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*Those guys did a good job. I still have some leaks, so they're saying that's not part of their system. Their service is quite good and those folks are very responsive. That's what you expect from a contractor. Maybe it's a unique situation in my case, but I would say I would recommend them to somebody, because I can't tell if the problem I have is 100 percent their fault or not. They're saying the way the siding was installed, it was finished, so anyway but I would say these guys are very reasonable and good folks. I can't say anything bad about them. Every time I call them they responded, and they always showed up on time.*

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*We had them come and do the same type of system back in probably the late '90s for another home, and they were called Dry Below at that time, and so we were very pleased; they were very good about coming back with any kind of issues if we had a leak. We had one leak once and they came and took care of that, and so we decided we wanted to go with the same people, and it's just the name has changed now to RainAway. It's been great; we love it. It's been very worth the money, it really has been.*

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*I had a friend that used them – and I'm I was not sure if he's the owner or the manager – but he was real impressed. And he came out and was a real nice guy, pretty prompt, and did a good job. They do good work, they're reliable, and they stand by their product.*

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*It works. It's an under-deck system, and it contains the water. It's been very reliable. Their design compared better than the other ones. The other ones didn't have a good warranty as well, and the salespeople were more personable.*

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*We were very pleased with everything they did. Couldn't have asked for any better. I felt like they were very honest and reputable and felt very comfortable with working with them.*

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*They put up the entire deck undercover system underneath our deck, so it was about a 500 square-foot area that they covered for us. I would recommend them to a neighbor – no question about it. They're fantastic.*

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*They're awesome. They actually did my house, for the missus. They're friends of mine. I actually recommended them because they did my house years ago, and they've been great. They came when they said they were gonna, and the price didn't increase. Totally professional and not a problem. They said they would come on a Tuesday and be done by Friday. They installed the product, cleaned up, and everything was tidy. I paid the money, the deposit, and never had a problem since.*

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*That was kind of a long time ago. I think there was one other system that I was comparing them with, and the materials were guaranteed not to rust. I think the way the seams went together looked like more of a long-term success – some of the pictures of the other system sagging didn't look too good. I think those were the two things that stuck out to me. It looks great. It's been not quite a year, but so far, so good. I kind of wanted it to last forever, but it still looks good. It looks exactly the way it did when they put it up, so no aging. That's obvious by looking.*

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*They actually do some properties for us, and they've done my house. They are a top-notch company. They are great. They have done my personal home. Their attention to detail is outstanding, and they are very professional all the way through. I would, and I do, highly recommend them to everyone that I know. All of my customers, too.*

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*They do outstanding work. I think on one of the jobs there was a small amount of warranty work, and they did it right away. They had good service, reasonable price, and excellent quality. It was a good company.*

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*They did work for me in 2009. Excellent job; it was well done. They stood behind their product. It was leaking, but they did come back and fix it. We were very satisfied that they came. It had a problem, but they took pictures, they analyzed it, and then they came back and they fixed it. It was done in a timely fashion.*

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*They did the roofing system underneath a deck we have. I'd say 99 percent they did a great job. I think there's that one percent where each job is different, and I think they could have changed some things to prevent birds from building nests in certain places and animals from crawling in certain places. That would be my only complaint. Other than that they did a great job.*

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*I was very impressed with the people who operate the company, and they went over the details of their particular product. It sounded very good to me, and I contracted them. I was very delighted with their professionalism, their efficiency, and the end results of what they did. I highly recommend them.*

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*They just installed it like a month ago, and it's holding up fine. There are no issues. I looked at a couple of different places and they came out and I ended up going with them. I liked the owner, Jeff, and the pricing they gave me.*

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*They put the RainAway system under. We have two decks. It's a three-level house, and they put it under the top deck and put a gutter system in. It hasn't leaked a drip and it looks good. They didn't come through the house – they went up ladders under the deck – so we didn't have to be there, and that was kind of nice. It was just a good job. It keeps it real dry.*

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*It was excellent all the way across. They were on time and got the job done. We have had it probably three months now with no issues at all. They are great people to work with and they are trustworthy.*

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*I picked them because they did another home in my neighborhood. They came when they said they were going to come, and the estimate was exactly what they said it was going to be. They had guys here a couple of days later, and the job was finished. Everything was neat and clean, and I love it.*

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*They're probably the only company that's ever done what they said they were going to do and when they said they were going to do it – that's for sure. They were really good, and it was one of those things that was not a hassle at all. The guy came on time to tell me about the product; the workers came and were very neat and tidy. They cleaned up every time they left. It was just hassle free.*

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*They did excellent work. What stood out was they showed up on time for the appointment to inspect the job. It's not cheap, but they did a good job. And then there were some leak issues, and when I called them they came right out and fixed it, so no issues. I'm probably going to call them again because I got another leak. But I haven't called them yet, so it's not their job to know that. They just showed up on time to the appointment, did a professional job, and then came back for follow-up repair the first time I called. Very pleased with their work.*

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*They were wonderful. They were timely. They did exactly what they said they would do. The main guy, I forget his name, was great to work with, and we love the product. It's been wonderful. They covered a deck right beside our pool, so it's our outdoor-living space that we use tremendously now that it's covered.*

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*We were very pleased. They were very prompt and right along the lines of the right price. The system has held up, and we're just very happy with the finished result.*

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*I think that may have been one way that I found them – in your white-and-blue book – and I may have seen one of their trucks on the street. They had good customer service based on what I read, and I had that experience when I hired them to do the work at my house as well.*

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*I thought they did a fabulous job, and they gave me a spot that keeps me covered from the rain. To be quite honest, in the very beginning I was very disappointed with their timeframe and what they could offer. I would have to say that overall that would be the only thing that was negative. I would be told one thing and then it changed. It's done now, and I will go with the grade of A.*

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*I thought they did a great job. They were very professional. The owner came out and talked about it and showed his product. He gave what I thought was a very good price. They were very nice, and they were very attentive. The workers were good, too. They got it all done in record time, and it looks beautiful. We are very happy with it.*

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*They did the underdeck for me. These guys have done a good job. It took them a couple days to do it, but it's not a whole lot of area. It's in a relatively smaller deck, but they've done a good job in terms of giving me a couple of options, like where my canned lighting wanted to be, and where my fan needed to be. They made a couple of suggestions, and, if I liked them, I let them do things based on their suggestions – especially the fan location. I wanted to go with my own, and they were able to accommodate that and so it was pretty good.*

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*They came and they did a good job. There was one thing I thought was leaking, but one of the guys came right out and said, 'No – this, this, and this,' and I said, 'OK, that's cool.' They responded well when we called. They did a good job, and it looks nice down there. My wife just loves it so I couldn't say anything bad about it.*

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*They had installed an understructure or decking system on our back patio on the lake at our house. They actually handled it very professionally, followed through, and were thorough. Their guys were good. Professionally speaking, they as a corporation did a nice job, and also the employees that did the work – they were fair and good guys as well.*

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*So far everything has held up great—they did a great job. They were on time, and they completed the job in the time that they gave us. Everything has done well. We didn't shop around—it was actually referred to us by a neighbor, and someone had referred them to her. We just went ahead and did it because they had a good reputation.*

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*They were a client recommendation, and then they had a review, and the review was very exemplary. There was not a single, negative comment. Then while dealing with them, it was very smooth. If there was any issue it was handled very promptly and fixed promptly, so it was a pleasure working with them.*

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*The product is great and it looks great. It took a day extra than what we expected it to take, and that's about it. They did everything they promised, and we've got nothing but compliments on it since they've installed it. I'd give them an A. Above all the other products and the way that it's installed, it's far superior and cosmetically appealing.*

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*I had an unfinished under-decking, a two-story deck, so I had them put kind of a ceiling under the deck. They put in some units, and I attached two ceiling fans. It was just wonderful and I love it. They did a great job. We are able to use our deck on the lower level now when it is raining. If you like the rain you can sit out there and look at the pool. You can sit out in the rain if you want. I am very pleased with their work. It's a great addition to a space— just wonderful. It really created an additional patio. Normally you wouldn't use this space because it's really rough. The deck is on the upper level and here it's so hot. That upper-level deck really is not useable during the summer. Now, on the lower level, it's nice and cool. You can go out on an afternoon there with the fans and it is wonderful. I think it has added so much more to the home, and I just love it. It's amazing.*

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*I have no problem with the product, and they came when they said they were going to come. They finished when they said they were going to finish, and I chose them because of the quality of the materials that they use for their underdecking. It's a higher-gauge aluminum instead of a vinyl product or something along those lines. They followed up, and they came through with everything they said they were going to do.*

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*They were really good. The guys, the crews, were really good and everything. I guess there were a few things that I was not expecting, which was to have to bring somebody else in to do trim work and other things like that. So it was not a turnkey operation. However, what they did do, the RainAway system was done very professional. But again we had to have carpenters come in and fix or finish off the few things that they did, like putting in the wood and things like that. So the salespeople were very good, and the crew was very good. I guess there was just a little surprise at the end that it wasn't just the RainAway system, that I had to have a carpenter come in and do the finish work that I wasn't expecting. I would grade them a B. It was a solid B. I just wasn't quite expecting that I had to have somebody else come in and do the painting, and make sure that a few of the other things that they did to retrofit the deck were finished.*

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*I thought they were great. They did exactly as they said they would, and during the timeframe that they said they would. I was very happy with what they did. I went looking and chose them based on the fact that they were local.*

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*It's great. It keeps the rain away.*

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