

When my wife and I purchased our home in 2001, we knew the roof may be a question mark in the years to come, as the prior owner didn't know the history and the inspector wasn't able to investigate due to a thick blanket of snow coverage. The following spring we breathed a sigh of relief as it appeared that the roof was still okay.

Fast forward seven years... I know my roof likely required attention now, but the degree to which I did not know. So, I began by obtaining three estimates for a complete re-roofing job and with each I asked the question – “do I NEED a new roof at this point.” Universally, the answer was a resounding “YES”. Well, before spending nearly \$10,000 for this work, I decided it would be prudent of me to thoroughly understand the situation I faced before potentially unnecessarily committing to a full roofing replacement. Thus, I contacted Paul Maida.

Now, I have had a bad history related to home improvement projects, beginning with the pre-purchase inspection prior to purchasing the home in 2001 (not conducted by Paul Maida), straight through to uncompleted projects left by contractors who seemingly got “bored” with their work on my home.

So, when searching for an inspector, I sought one with the obligatory designations and years of experiences, but I also noticed that Paul had participated as an expert guest on an episode of NH Outlook – a program produced by NH Public Television. I thought – this person must be a reputable inspector.

From my initial contact with Paul straight through to the post inspection conversation, he has been nothing short of an absolute pleasure to deal with. I can use many adjectives to describe my experience, but those most resounding include: Detailed, thorough, patient, objective, constructively critical, knowledgeable, and again, detailed and thorough.

Paul spent well over an hour investigating my roof and attic, in search of signs of disrepair. He talked through his findings with me on the spot, provided a detailed report including a slideshow of 37 roof and attic photographs, and he then followed up with a phone call to talk through his findings. His investigation identified problem areas and he prescribed remedies for repair that may extend the useful life of my roof by a year or possibly even years, given some minor attention.

He provided an absolutely superior level of customer service, in an era where clients' expectations largely go unfulfilled. I wholeheartedly recommend Maida Services to anyone needing home inspection work. They go above and beyond.

Greg Friedland
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