

This is a draft I am about to post on Yelp for the job Attic Bros of San Jose did on our attic insulation job in Redwood City on 2.14.2022. **To date I would rate them as 3 out of 5 stars** for the reasons stated below. I will ask an independent agency to evaluate the concerns I have which deal with with adequate ventilation in the summer or cold spots during the winter as explained below. If there are problems, I will ask Attic Bros in SJ to fix them, get a better review, and added personal respect; and a worse review if they do not fix a verified problem. I am hoping for a win-win outcome because of the many good points in working with this company.

The Good Points were that this company was prompt, organized in office communications, courteous, accommodating, had competitive pricing, and a very impressive looking brochure. **Here I would give them 5 out 5 stars.** AREAS THEY COULD IMPROVE ON WITH POSSIBLE SERIOUS CONSEQUENCES ARE LISTED BELOW.

1. After checking my attic and reviewing the condition, the inspector and estimator (Michael Abramoff) looked at his computer and got from some source (maybe Zillow) that my attic area was 1,400 square feet, not the 1000 I previously measured. When I asked if he wanted to measure the rectangular area from the inside as I had done not including add-ons, skylights, and other non-attic areas to be covered, he agreed to my numbers.
2. While the crew (José and Maricio?) was vacuuming out the old blown-in cellulose insulation, I noticed that the “batts” (rollout insulation usually of fiberglass) which were about to be installed were “non-faced” with no vapor barrier which is highly recommended for attic insulation. Since I had experience with mold forming before in another house, and was very concerned that this might happen again, I asked Michael to stop the job and put in the correct “faced” insulation. He didn’t dispute the claims made by This Old House on YouTube and other online recommendations. Michael politely agreed and changed me \$300 for the time and cost of the new material. I just wish he would have told me this before, but I assumed he was following the standard practice.
3. At this point I also became concerned whether the company’s procedure of not installing soffit stops and attic baffles (tunnels to allow vents under the eaves to send cool air to the ridge vents) was also incorrect. These tunnels are needed so the insulation doesn’t block the necessary ventilation from the soffits with insulation. Michael and the project manager on the job (Jordan Kelly) said their procedure was just to leave space in front of the vents. I was concerned that this might create cold spots in the winter, or if blocked might prevent ventilation in the summer and cause more heat, moisture, and mold in the summer. I was not assured otherwise. I will not wait til summer to see if this is the case but this situation checked by an independent agency to see if their procedure is sufficient.
4. When I cautioned about the many low voltage wires going over the old insulation, including the doorbell, I was told by Michael that his men “were very neat.” When I noticed the doorbell ringing while they worked I intervened and fixed the wire once, but as work went on, the bell would not work at all. I read that even a low voltage wire if coming from a 110 transformer could cause a fire if it was shorted, so I called the company and asked for immediate help. A day later they send a General Manager Vic Benevento who helped me find and fix the problem. He also saw and sealed an open crack around a gas pipe entrance into the attic through the garage. Hopefully the attic was now more rodent proof.

Part of my writing this review is encourage homeowners to research some of the great resources and short videos online so they know what kinds of questions to ask. It is also to make Attic Bros an ever better company if that is what is needed. Attic work is so hidden from view, and flaws are not obvious. Best results to all!