



PRECISION GARAGE DOOR RANKED #1 IN CUSTOMER LEAD HANDLING EFFECTIVENESS HOME SERVICES STUDY

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Company News

Neighborly Brands' Precision Garage Door Service ranked highest in the 2026 Pied Piper Lead Handling Effectiveness Home Services Industry Study, which evaluated major home services brands based on how effectively they interacted with new customers by phone, chat and web form, as well as follow-up by phone, text and email. Following in the rankings were Mister Sparky, Mr. Electric and Roto-Rooter, all scoring over 50 on a 100-point scale.

For the 2026 LHE Home Services Study, Pied Piper measured the performance of 31 of the largest home services brands, completing 3,211 evaluations nationwide between October 2025 and January 2026.

"Customers seeking home services typically attempt to contact several companies before choosing one," says Cameron O'Hagan, Vice President of Metrics & Analytics at Pied Piper. "Our study shows that far too often companies fail to answer the phone or follow up promptly, and customers commit to another provider before the first company even realizes the opportunity was missed."

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