# Customer Feedback Summary

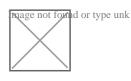
Of 65 surveys sent, 33 were responded to



# Recent Reviews & Published Comments

COMMENT

Additional Comment Sep 16, 2015 Planning, Design, Planting Recommendations, Construction, Interface with Pond Builders, interface with other trades i had at the house performing other work, communication, responsiveness, quality of crew doing the labor. Felt like old friends by the midway point of build. Loved every bit of it



2145 S 162Nd St New Berlin , WI 53151 (262) 827-1604

## **GUILDMEMBER SINCE 2014**

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We have surveyed customers on behalf of LandCrafters, Inc. in Wauwatosa, WI; Mequon, WI; Elm Grove, WI; Whitefish Bay, WI; Milwaukee, WI; Brookfield, WI; Waukesha, WI; Oconomowoc, WI; Delafield, WI; New Berlin, WI; and 11 other cities in Wisconsin.

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# LandCrafters, Inc.

#### REVIEW

Pep S. Brookfield, WI Sep 16, 2015

COMMENT

Additional Comment Sep 09, 2015

REVIEW

Pat C. Waukesha, WI Sep 09, 2015

COMMENT

Additional Comment Sep 08, 2015

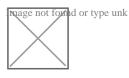
COMMENT Additional Comment Jun 20, 2015 David Guthery is a genius and a walking google (nee encyclopedia) of information on plant types, selection, organization, and consummate design. He was very collaborative with me on my major backyard renovation and developed a fantastic plan which his crew implemented with great care and attention to detail. Cannot conceive a better landscape firm, designer, or crew out there. Our healing garden motif and the "rooms" that were created throughout the yard has been a major positive effect on me and my family. Thanks, LandCrafters!

I was very impressed with the work ethic of the crew who worked steadily through 90 degree temperatures without complaint or slowing. The job site was left clean and tools and equipment stored out of the way so we had no trouble getting in and out while they worked.

I was impressed with LandCrafters from the visit with Mike Manke. He listened and and answered my questions. He had been with another company when I got acquainted with him. He again demonstrated hie skill in creating a design that took my choices, general desire to complete a project that harmonizes with the style and size of our house and our budget into consideration. The crew were skilled and completed the job without delay or problem.

Start to finish they were top notch.

They were way ahead of schedule, which was great.



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#### COMMENT

Additional Comment Jun 20, 2015

#### COMMENT

Additional Comment Jun 05, 2015

#### COMMENT

Additional Comment Jun 05, 2015

#### REVIEW

Wally S. Shorewood, WI Jun 05, 2015

#### COMMENT

Additional Comment Jun 02, 2015

#### COMMENT

Additional Comment Jun 02, 2015

COMMENT

Additional Comment Jun 02, 2015 I think David is an artist, so his design exceeded our expectations. We were very happy with all of the workers and the work that was done.

We very much enjoyed working with Scott. Also like to thank all his staff, who worked very hard to finish our job the way we wanted.

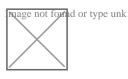
We loved the design presented to us. In addition, the look of the patio was just what we were looking for and the quality of materials was excellent.

We had a small patio installed in front of our property. We are very satisfied with the quality of the work that was done. LandCrafters provided great guidance as to the design and how we should landscape around it. Scott was very helpful and very easy to work with. We made several changes to the initial design that Scott provided and LandCrafters made the changes without any issues. I would wholeheartedly recommend LandCrafters to anyone.

We will likely be at this house for a while but, will definitely return when we move (hopefully build) to our next house!

David was very knowledgeable & helpful. He always seemed happy to work with us and open to our ideas.

I would recommend Land Crafters to anyone and will likely use them again on future homes!



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#### REVIEW

Suzie R. West Milwaukee, WI Jun 02, 2015 installed at our home for about 3 years and had contacted over 10 landscapers. Only about 1/3 of them even returned our calls and the ones who did essentially told us due to the size we weren't worth their time or they just stopped returning calls and emails. We then heard about LandCrafters through my husband's co-worker. When I contacted them they were so attentive and seemed enthusiastic to work with us. We had an appointment set up with David shortly thereafter and he was excited about our job and really made us feel like we were an important customer even though the job was rather small due to us having a city sized lot. They did such a quick & professional job, I couldn't believe it. Our patio is beautiful and we've already used our yard more than we have in the last 3 years and it's only June 1st! Thank you!

We had been trying to have a nice but small patio

#### COMMENT

Additional Comment Jan 19, 2015

#### REVIEW

A.A.T. Oconomowoc, WI Jan 19, 2015

#### COMMENT

Additional Comment Jan 14, 2015

#### COMMENT

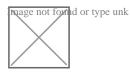
Additional Comment Jan 13, 2015

Dave and crew goes beyond what you would expect and often experience elsewhere. Proactively asking about potential issues, very clean work site and care for personal property.

A great experience - from initial planning through to job execution!

David and the crew were wonderful. Their work is exceptional and attention to detail is very much appreciated.

Great listening! Creativity! Great sense of esthetics! Fun to work with! Exceeded my expectations!



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#### COMMENT

Additional Comment Dec 16, 2014

COMMENT

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COMMENT

Additional Comment Dec 16, 2014

COMMENT

Additional Comment Dec 15, 2014

#### REVIEW

Sue R. Elm Grove, WI Dec 15, 2014

#### COMMENT

Additional Comment Dec 15, 2014

#### COMMENT

Additional Comment Dec 15, 2014

#### REVIEW

Jeff J. Wauwatosa, WI Dec 14, 2014

#### REVIEW

Andreas K. Elm Grove, WI Dec 12, 2014 All team members were pleasant to work with.

None

Attention to detailed plans laid out by designer.

I was most satisfied of the quality of workmanship.

The staff is extremely personable and took excellent care of my property.

I was most satisfied with the overall turnout of the project. I also appreciated their knowledge of plants and trees.

The garden is beautiful. The did a nice job.

Dave Guthery is great to work with - knows his stuff, thinks through so many issues I would have never even thought of, and is easily reachable/willing to communicate. Mario and his crew were great as well very personable, hard-working, and dependable. Overall very happy with Landcrafters - we had a very, very big project and they pulled it off without a hitch.

Mike Manke is an expert. He understands clients needs, does a great job listening to clients, and delivers on those needs.



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#### COMMENT

Additional Comment Dec 07, 2014

#### REVIEW

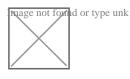
Debbie M. Mequon, WI Dec 07, 2014

#### COMMENT

Additional Comment Dec 04, 2014 Maintenance work has been excellent.

Excellent work and communication. Sensitive to your concerns re timing, weather, mess, cleanup etc.

I was most satisfied with the design.



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