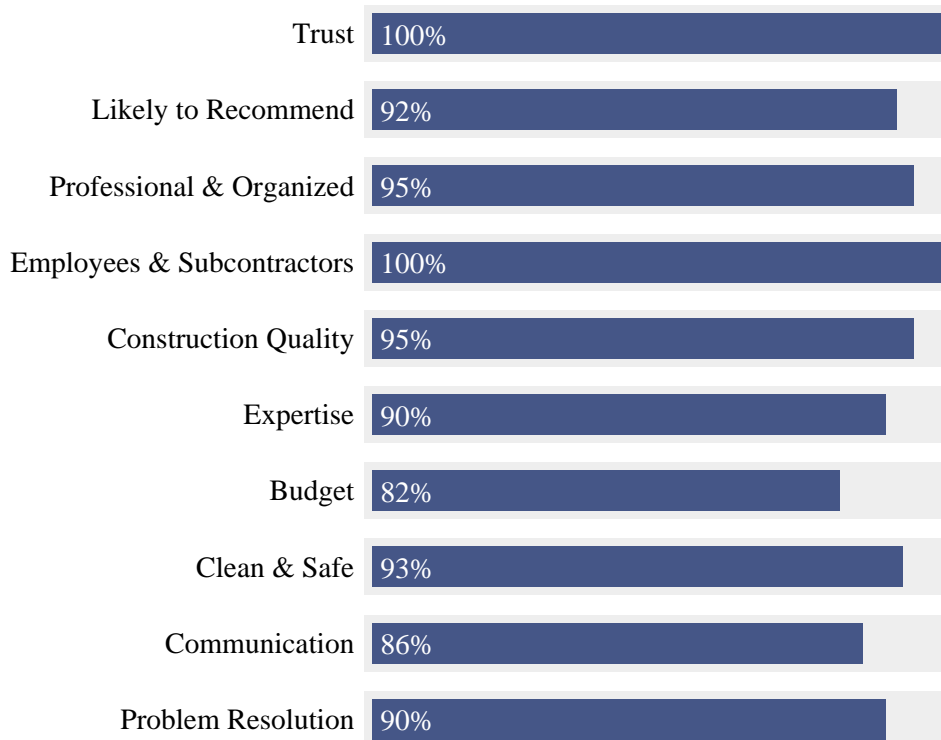


# FEEDBACK REPORT *for* New City Construction



## Customer Feedback Summary

*Of 67 surveys sent, 34 were responded to*



14440 Cherry Lane Court,  
Suite 218  
Laurel , MD 20707  
(202) 800-7100  
[www.NewCityBuilds.com](http://www.NewCityBuilds.com)

### GUILDMEMBER SINCE 2014

As a GuildQuality Guildmember, New City Construction relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of New City Construction in Washington, DC; Takoma Park, MD; Baltimore, MD; Rockville, MD; Silver Spring, MD; Potomac, MD; Kensington, MD; Brookeville, MD; Clarksville, MD; Annapolis, MD; and 4 other cities in Maryland.

## Recent Reviews & Published Comments

### COMMENT

Additional Comment  
Apr 17, 2015

The features I like most are my kitchen and my bathroom.

### COMMENT

Additional Comment  
Oct 16, 2014

I have recommended my friends even before they started my project. And will gladly recommend them now.

### COMMENT

Additional Comment  
Oct 09, 2014

They did an amazing job with everything. I had a great experience with them. I haven't had any problems. They are very knowledgeable about their jobs. Coming from a person that was originally scared to do a big project like this, they were a blessing.

## FEEDBACK REPORT *for*

# New City Construction



### COMMENT

Additional Comment  
Oct 09, 2014

The whole crew was awesome. Joey was great. Gary was great. Those are the ones that I spoke to the most. They were easy to talk to, were able to breakdown what was going on, and were very personal with it. I was able to contact them at any time and that was helpful.

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### COMMENT

Additional Comment  
Oct 09, 2014

It was good. My neighbors really enjoyed being able to see the project being done. They really enjoyed it. The contractor crews that they had on site were really pleasant. They started at a time where people were up and moving around and weren't disturbing everyone. I liked that. They didn't bother the neighbors or anything.

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### COMMENT

Additional Comment  
Mar 06, 2014

The people we worked with were courteous and quality. Overall, we're very happy with our home and the workmanship.

### COMMENT

Additional Comment  
Jan 03, 2014

Quality of workmanship. Problem-solving ability of the contractor. Constructive, collaborative approach. Willingness to make changes in the projects.

### COMMENT

Additional Comment  
Jan 02, 2014

From the appearance of what they did to us, it looked just as planned. We started with a drawing and everything ended up the way they expected it to look. Changes needed to be made. Not that we were making a lot of changes, some things were suggested, and they were very flexible with accommodating those types of changes.

### COMMENT

Additional Comment  
Dec 30, 2013

New City Construction's staff made the difference for us. The quality of their work speaks for itself and their timely communication and approaches to problem resolution were much appreciated.

# New City Construction



COMMENT

Additional Comment  
Dec 23, 2013

I was most satisfied with Gary, the quality of his workmanship, and his communication. He was very responsive to my needs. He was superb.

COMMENT

Additional Comment  
Dec 23, 2013

They spent a great amount of time developing the plan then implemented it without a hitch.

COMMENT

Additional Comment  
Dec 20, 2013

Their personal connection to help and understand my needs to stay within a budget and cut costs

COMMENT

Additional Comment  
Dec 19, 2013

The quality of the end product. Project management was also excellent. Jim Carlton was patient, understanding and provided excellent feedback and service throughout the project timeline. We were very pleased with the entire staff at New City Construction. Projects like this can create anxiety at times, the team at New City did an excellent job of keeping us grounded.

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