

FEEDBACK REPORT *for*
Steveworks LLC



Customer Feedback Summary

Of 20 surveys sent, 17 were responded to



108 Cabot St.
Newton , MA 02458
(617) 201-0121
steveworks.com

GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Steveworks LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Steveworks LLC in Newton, MA; Brookline, MA; Natick, MA; Waltham, MA; Newton,, MA; Arlington, MA; Cambridge,, MA; Bedford, MA; Framingham, MA; Cambridge, MA; and 1 other city in Massachusetts.

Recent Reviews & Published Comments

REVIEW

C.G.L.
Waltham, MA
Apr 01, 2017



We were pleased working with Steveworks. Steveworks was easy to work with, fair, flexible, responsive, and helpful in the project visioning. In particular, Steveworks made it clear that customer satisfaction was important, both rhetorically and in action. Occasional miscommunication and a few mostly small quality control concerns were quickly acknowledged and rectified.

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REVIEW

John D.
Newton, MA
Jan 16, 2017
★★★★★

I spent several years attempting to locate a qualified contractor to perform work on my family's 100 year old home. After many, many false starts, I was fortunate enough to find Steveworks. Steve and his lovely wife, Tova, coordinated the entire project with me while I was 1000 miles away. The finished work is beautiful. Run, don't walk, to hire these folks!

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COMMENT

Additional Comment
Jan 11, 2017

High quality work, excellent design build, worked hard to keep house livable during period of construction. High integrity.

REVIEW

Sam R.
Newton, MA
Jan 11, 2017
★★★★★

Steveworks performed a major kitchen and bath remodel for us, touching two areas of our home. Their design-build capabilities enabled us to start work before we had completed the purchase of our home, and begin construction 2 months afterward, despite setbacks in planning. Steveworks has a full service mindset and all of their sub-contractors are professional, courteous and do excellent work. There were many unexpected discoveries during the project - par for the course for a remodel of a 1910 house with several sub-par previous additions. Steveworks promptly brought them to our attention, worked through multiple options that respected our budget and final work preferences, and overall kept to the project timeline despite some normal delays. Multiple times through the project Steveworks accepted responsibility for issues (some within their control and some outside their control) and did not charge for rework and/or provided discounts on their work to keep overall costs in line.

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REVIEW

Evan Z.
W Roxbury, MA
Jan 09, 2017



Steve and his team did an amazing job! They were punctual and the end product was a great value. I have had nothing but compliments on my kitchen.

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COMMENT

Additional Comment
Jan 07, 2017

They kept us informed throughout a job that had many unknowns & surprises. We appreciated the friendly respectful professional relationships between all their sub contractors. They had a consistently friendly, happy attitude toward us and between one another. Their teamwork benefitted the overall quality of their work together.

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REVIEW

P.G.C.
Newton, MA
Jan 07, 2017



Decent, honest people and good workers.

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COMMENT

Additional Comment
Jan 06, 2017

actual bid was very detailed...which was good; everyone was responsive to my questions...and communicated clearly and respectful to my needs regarding having a home office which was effected by work

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REVIEW

D.R.M.
Framingham, MA
Jan 06, 2017

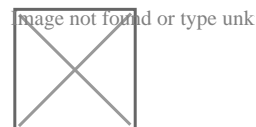


Steve and Tova were fantastic to work with from day 1. It was clear from the website that Steve is an expert and has his own high standards...and we felt that expertise throughout the project. Tova was enthusiastic about helping us with all the design aspects and took the extra time to help us pick out elements - like the difficult task of matching existing granite - and her guidance made the process enjoyable. Also must mention they are both extremely responsive to questions and concerns and always willing to jump on the phone to clarify things. that has not been my typical experience with many previous contractors sadly.

COMMENT

Additional Comment
Jan 06, 2017

Communication from Steve and all involved parties was always precise, to the point and pleasant (which is actually important when conducting an extensive project). Strong trust in Steve's actions and suggestions.



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