

# Lauten Construction Co.



## Customer Feedback Summary

*Of 58 surveys sent, 33 were responded to*



133 East Main St.

Purcellville, VA 20132

(540) 338-5341

### GUILDMEMBER SINCE 2008

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

We have surveyed customers on behalf of Lauten Construction Co. in Leesburg, VA; Purcellville, VA; Lovettsville, VA; Waterford, VA; Round Hill, VA; Middleburg, VA; Hamilton, VA; Upperville, VA; Purcellville, VA; Alexandria, VA; and 4 other cities in Montana and Virginia.

## Recent Reviews & Published Comments

### COMMENT

Additional Comment  
Jan 30, 2018

I would like to recognize Brad. He was very nice to work with and did very beautiful work.

### COMMENT

Additional Comment  
Jan 30, 2018

They are lovely to work with. We have great relationships with Drew, Lisa, and the crews. I think they are great interpersonally. Brad was the lead for the installation and he was fabulous. He had great attention to detail, and we were always very pleased with his instincts and his follow through. Lauten Construction Co. is a great company all around.

FEEDBACK REPORT *for*

# Lauten Construction Co.



REVIEW

Catherine G.  
Leesburg, VA  
Jan 30, 2018



We've used Lauten Construction Co. for two major projects. We have been absolutely delighted with the results.

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COMMENT

Additional Comment  
Jan 29, 2018

Drew, has learned from the ground up with learning from his father. He has increased his knowledge over the years. Also over the years we have a professional relationship. We look forward to many more years. Because his knowledge is expanding.

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REVIEW

Susan M.  
Leesburg, VA  
Jan 29, 2018



In some cases a person may feel hesitate to go with a company that has its ownership passed down to the son. We had no hesitancy with this. Because the father groomed the son over many years. It was a seamless transition.

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REVIEW

Jane T.  
Leesburg, VA  
Jan 10, 2018



Can't get any better than Lauten!

COMMENT

Additional Comment  
Jan 09, 2018

I would like to recognize Brian or his exceptional service. He was fabulous, and his helpers were good too. Brian was wonderful, and he always went the extra mile to make things nice. I would highly recommend him, and he is a very nice young man.

COMMENT

Additional Comment  
Jan 08, 2018

The overall experience was very professional! Brian, the gentleman that did 99% of the work did an outstanding job. Drew, met with me on a weekly bases and kept me informed. I am very satisfied with working with them.

FEEDBACK REPORT *for*

# Lauten Construction Co.



REVIEW

Christie P.  
Vienna, VA  
Jan 08, 2018



I found them to be very responsive and professional.

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REVIEW

Tim S.  
Leesburg, VA  
Jan 06, 2018



I have used Lauten Construction Co. for several home improvement projects. The company completely remodeled my kitchen 5 years ago. The quality of the professionalism, workmanship, and personnel was outstanding. However, the communication of the scope, cost, and time of the project, to include change orders, is lacking.

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COMMENT

Additional Comment  
Jan 05, 2018

Very accommodating with concerns communicated. Tried to satisfy us with requests as much as possible.

REVIEW

Catherine D.  
Purcellville, VA  
Jan 05, 2018



I was very pleased. It was a good experience.

REVIEW

Paul K.  
Leesburg, VA  
Jan 05, 2018



Lauten has done two major jobs for us and in both cases the work was completed on time and beautifully done. Lauten's crew is extremely skilled, are able to communicate with the customer and are very neat. We recommend this company..

COMMENT

Additional Comment  
Jul 04, 2008

Lauten Construction is one of the few firms with knowledge and expertise in post & beam construction in the Washington DC area. They have done many small and larger projects on our home for many years and they are world-class.

COMMENT

Additional Comment  
Jul 01, 2008

I was very happy with their work and all the people who worked on the job.

FEEDBACK REPORT *for*

# Lauten Construction Co.



COMMENT

Additional Comment  
Jun 25, 2008

I've used them on a dozen home projects in the last seven years plus probably as many church projects, and he's the only guy I'll use.

COMMENT

Additional Comment  
Jun 24, 2008

I seldom rate people as highly as I have rated Lauten. I have never built a home before. My wife died shortly before I picked them, and they were extremely accommodating of my schedule. Every experience I had with them was top drawer.

COMMENT

Additional Comment  
Jun 23, 2008

I feel really secure knowing that if something goes wrong Lauten will be there for me, and I have recommended them to several other people.

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