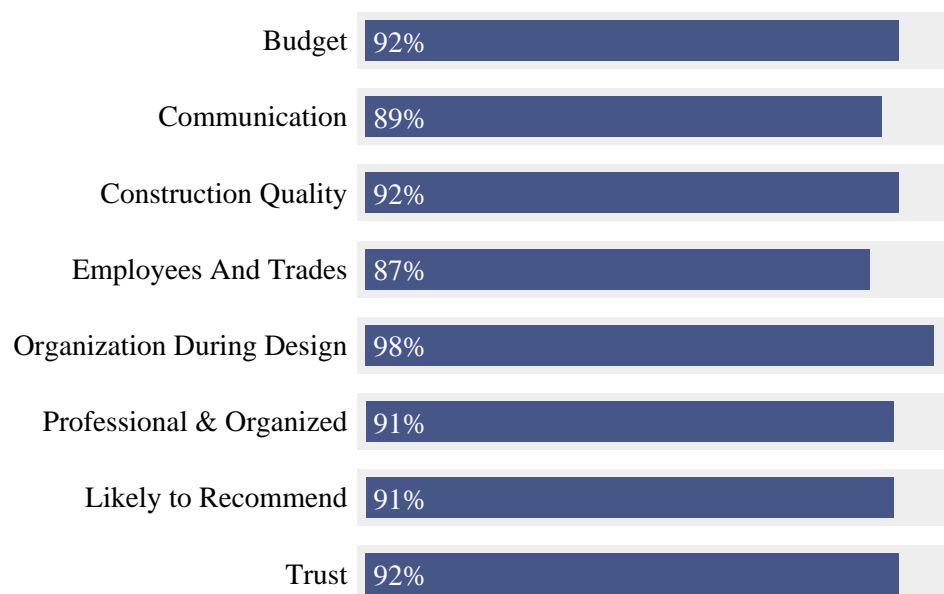


# FEEDBACK REPORT *for* SawHorse, Inc.



## Customer Feedback Summary

*Of 153 surveys sent, 112 were responded to*



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[www.sawhorse.net](http://www.sawhorse.net)

### GUILDMEMBER SINCE 2013

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

We have surveyed customers on behalf of SawHorse, Inc. in Atlanta, GA; Decatur, GA; Roswell, GA; Alpharetta, GA; Marietta, GA; Dunwoody, GA; Doraville, GA; and Norcross, GA.

## Recent Reviews & Published Comments

### COMMENT

Additional Comment  
Nov 16, 2010

We have not moved in yet, so some of the questions can't be answered. We really have had a great experience!

### COMMENT

Additional Comment  
Jul 16, 2010

Everyone has been fabulous so far....Suzanne, David, Dave and Frank!

### COMMENT

Additional Comment  
Jul 16, 2010

We are incredibly peased with how the project is going. Thanks for all the hard work!

### COMMENT

Additional Comment  
Jun 28, 2010

Suzanne has been amazing. She is really invested in our project and it shows. We are building a much better house because of her. Frank is very committed to his business and our project and it gives us a lot of confidence that things will be done right.

## FEEDBACK REPORT *for* SawHorse, Inc.



### COMMENT

Additional Comment  
Jun 28, 2010

We value this piece immensely. Frank's knowledge of these matters was extremely useful in the sales process and one of the major factors on which we made our decision. It makes us feel very good about the house we are building, esp for our children,

### COMMENT

Additional Comment  
Jun 28, 2010

I think our situation may be a but unique given timing and transition back to design/build, but we are happy with the outcome!

### COMMENT

Additional Comment  
Jun 28, 2010

without a doubt. and would highly recommend the design/build combination.

### COMMENT

Additional Comment  
Jun 28, 2010

Looks great now. I appreciate Frank raising this as an issue as this is something where we would be unable to judge the standard

### COMMENT

Additional Comment  
Jun 21, 2010

Wickstead always kept following-up until we were satisfied. This is one of the areas where I was very impressed.

### COMMENT

Additional Comment  
Mar 24, 2010

While there have been minor hiccups in communication related to the transition between design and construction, Wickstead has consistently for the most part made things right and the property is looking great. Based on the work so far, we would not hesitate to recommend Wickstead.

### COMMENT

Additional Comment  
Mar 16, 2010

I have already recommended Wickstead to our financial advisor and have provided contact information.

### COMMENT

Additional Comment  
Mar 16, 2010

Wickstead has been very clear that they want to meet our expectations and everyone has made a great effort to do anything it takes to satisfy us. The subcontractors (particularly stone and painting) have been excellent, and everyone on the project has been engaged and helpful, and all are easy to deal with. The work is high quality and very professional.

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## FEEDBACK REPORT *for* SawHorse, Inc.



### COMMENT

Additional Comment  
Mar 16, 2010

We remained in the home during the renovation, and it is not quite complete. However, Wickstead has created minimal disruption during the process.

### COMMENT

Additional Comment  
Dec 21, 2009

From a friend.

### COMMENT

Additional Comment  
Dec 01, 2009

The professionalism, communication, compassion, and attention to the final product are superb. David Cloak is a kind person in addition to being technically competent and creative in problem solving. He genuinely takes ownership of our project. I would not go into another project without he and Frank. Frank is also genuinely interested in making sure our concerns are handled promptly and professionally. He is fun to be around and wants us to be happy -- even far after completion. We won't use anyone but Wickstead Works -- can't live without them!!!

### COMMENT

Additional Comment  
Nov 30, 2009

I was very satisfied.

### COMMENT

Additional Comment  
Nov 30, 2009

The timeframe was exactly what they said it would be, also there were no surprises, everything was exactly as they said it would be. I have worked with contractors before and we usually laughed about "contractor time" which is far longer than real time. no so with Wickstead.

### COMMENT

Additional Comment  
Nov 28, 2009

None, we are 100% satisfied

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## FEEDBACK REPORT *for* SawHorse, Inc.



### COMMENT

Additional Comment  
Nov 28, 2009

We are unique clients indeed, having used WicksteadWorks on two projects prior to the surveyed project, and we would use WicksteadWorks again...although I think we're set for a while now!

### COMMENT

Additional Comment  
Nov 28, 2009

We renovated a pre-1900 home. Many surprises awaited us, and in every case a creative and architecturally accurate solution was found.

### COMMENT

Additional Comment  
Nov 28, 2009

David was not our project manager, but we were very happy with ours, Steve Warren.

### COMMENT

Additional Comment  
Nov 25, 2009

Everyone that works with Frank Wickstead is courteous and generous in time, expertise and ideas. The icing on the cake is an enthusiastic willingness to investigate various ideas, suppliers and solutions to result in the most efficient, finished and cost effective outcome. I am thrilled with the personalized and inclusive result of this renovation project!

### COMMENT

Additional Comment  
Nov 03, 2009

It was much, much easier than I expected it to be. If we were to do this all over again, I would not consider another team.

### COMMENT

Additional Comment  
Nov 03, 2009

Wickstead's team is very, very good. They are more than a cut above your average builder / contractor and the quality of their work is very high.

### COMMENT

Additional Comment  
Nov 03, 2009

We were very pleased with some of the technologies Wickstead brought to the job, such as icynene insulation and a Rinnai tankless water heater.

### COMMENT

Additional Comment  
Nov 03, 2009

There should be a level '5' for this question. They were better than great. We moved in 3 weeks ahead of schedule!

### COMMENT

Additional Comment  
Nov 03, 2009

Frank is a very creative problem solver. Many of the best aspects of our design could be attributed to Frank.

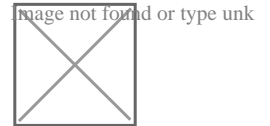
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FEEDBACK REPORT *for*  
**SawHorse, Inc.**



COMMENT Ahead of schedule.On budget.Beautiful end product.  
Additional Comment  
Nov 03, 2009

COMMENT in a HEARTBEAT!  
Additional Comment  
Jul 24, 2009

COMMENT Frank.Suzanne.  
Additional Comment  
Jul 24, 2009

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