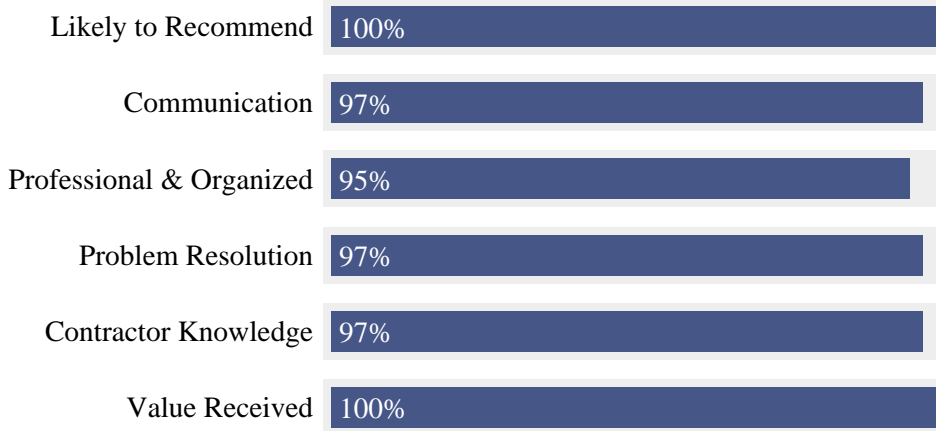


CUSTOMER FEEDBACK REPORT *for*  
**Bay Brothers Co. Renovation & Repair**



## Customer Feedback Summary

Of 79 customers surveyed, 40 responded



1213 J. Liberty Rd, Ste 184  
Eldersburg, MD 21784  
(240) 641-0604  
[www.baybrothers.co](http://www.baybrothers.co)

### **GUILDMEMBER SINCE 2018**

As a GuildQuality Guildmember, Bay Brothers Co. Renovation & Repair relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Bay Brothers Co. Renovation & Repair in Lanham, MD; Bowie, MD; Upper Marlboro, MD; Frederick, MD; Clinton, MD; Mitchellville, MD; Greenbelt, MD; Beltsville, MD; New Market, MD; Laurel, MD; and 14 other cities in Maryland.

In this report, Bay Brothers Co. Renovation & Repair has published a summary of the customer feedback they've received since they joined GuildQuality in February 2018. In that time, 40 out of 79 customers (51%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

## Recent Reviews & Published Comments

REVIEW  
Scott B.  
Frederick, MD  
May 15, 2019  
★★★★★  
Very satisfied and would use them again.

REVIEW  
Terrence H.  
Upper Marlboro, MD  
May 15, 2019  
★★★★★  
I am glad that I picked them.

REVIEW  
Walter V.  
Lanham, MD  
May 08, 2019  
★★★★★  
My job was perfect; we're pleased with it.

REVIEW  
Garfield W.  
Upper Marlboro, MD  
May 04, 2019  
★★★★★  
Damage 2 window screens while putting on siding without telling me about it.

CUSTOMER FEEDBACK REPORT *for*  
**Bay Brothers Co. Renovation & Repair**



REVIEW

Brad C.  
Frederick, MD  
May 02, 2019



Bay Brothers Co. Renovation & Repair did a great job.

REVIEW

Argie H.  
Halethorpe, MD  
Jan 16, 2019



Bay Brothers was easy to work with, and my roof looks great.

REVIEW

Doug D.  
Bowie, MD  
Dec 04, 2018



They were very professional, lived up to their word and they came through on the referral.

REVIEW

Delvin W.  
Mitchellville, MD  
Oct 01, 2018



The completed work was excellent. Work was not completed on time as promised. There were many weather related delays and work crew not showing up as agreed to.

REVIEW

Mike W.  
New Market, MD  
Sep 04, 2018



Ben and his crew did a great job of communicating. The work quality was great. They helped me get through the process of the insurance claim.

COMMENT

Additional Comment  
Jan 02, 2018

All of them! Austin, Aaron and Josiah were great!

REVIEW

Patrica G.  
Greenbelt, MD  
Jan 02, 2018



They were excellent in everything they did! Everything was great from the first time I met with them, to when they finished the job. They exceeded all my expectations!

COMMENT

Additional Comment  
Jan 02, 2018

Josiah provided exceptional service.

1213 J. Liberty Rd, Ste 184  
Eldersburg, MD 21784  
(240) 641-0604  
[www.baybrothers.co](http://www.baybrothers.co)

**GUILDMEMBER SINCE 2018**

As a GuildQuality Guildmember, Bay Brothers Co. Renovation & Repair relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Bay Brothers Co. Renovation & Repair in Lanham, MD; Bowie, MD; Upper Marlboro, MD; Frederick, MD; Clinton, MD; Mitchellville, MD; Greenbelt, MD; Beltsville, MD; New Market, MD; Laurel, MD; and 14 other cities in Maryland.

In this report, Bay Brothers Co. Renovation & Repair has published a summary of the customer feedback they've received since they joined GuildQuality in February 2018. In that time, 40 out of 79 customers (51%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

CUSTOMER FEEDBACK REPORT *for*  
**Bay Brothers Co. Renovation & Repair**



COMMENT  
Additional Comment  
Dec 20, 2017

I am the most satisfied with the work and the craftsmanship on the siding and roof.

REVIEW  
Rodyan D.  
Clinton, MD  
Dec 20, 2017  
★★★★★

I am happy with the job. If I do have anymore projects, I will reach out to them.

COMMENT  
Additional Comment  
Dec 20, 2017

It was a pleasure to meet them. The work is spectacular!

REVIEW  
R.J.B.  
Bowie, MD  
Dec 20, 2017  
★★★★★

It's a wonderful company and I would recommend them!

COMMENT  
Additional Comment  
Dec 16, 2017

All work (administrative and labor) was executed professionally and beautifully.

COMMENT  
Additional Comment  
Dec 15, 2017

I was most satisfied that they were prompt, knowledgeable, and did what they said they were going to do.

COMMENT  
Additional Comment  
Dec 11, 2017

I would like to recognize Roque Funtez for his exceptional service.

COMMENT  
Additional Comment  
Dec 11, 2017

Bay Brothers Co. Renovation & Repair fell short of my expectations a little bit during the cleanup. There was a couple of things they left and could have done a little better. When I read the agreement it said it was not responsible for the shrubberies. I thought things could have been left tidier.

1213 J. Liberty Rd, Ste 184  
Eldersburg , MD 21784  
(240) 641-0604  
[www.baybrothers.co](http://www.baybrothers.co)

**GUILDMEMBER SINCE 2018**

As a GuildQuality Guildmember, Bay Brothers Co. Renovation & Repair relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Bay Brothers Co. Renovation & Repair in Lanham, MD; Bowie, MD; Upper Marlboro, MD; Frederick, MD; Clinton, MD; Mitchellville, MD; Greenbelt, MD; Beltsville, MD; New Market, MD; Laurel, MD; and 14 other cities in Maryland.

In this report, Bay Brothers Co. Renovation & Repair has published a summary of the customer feedback they've received since they joined GuildQuality in February 2018. In that time, 40 out of 79 customers (51%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

CUSTOMER FEEDBACK REPORT *for*  
**Bay Brothers Co. Renovation & Repair**



COMMENT  
Additional Comment  
Dec 11, 2017

I was most satisfied with the representative that dealt with me. If I told him I didn't like or didn't agree with something he went back and got me an answer. He did everything he could to make things right.

COMMENT  
Additional Comment  
Dec 11, 2017

I was most satisfied with the work, it was done efficiently and fast.

COMMENT  
Additional Comment  
Dec 11, 2017

Austin and Josiah was extremely nice!

COMMENT  
Additional Comment  
Dec 11, 2017

The whole experience was enlightening. They were exception, I talked to them Monday and by Wednesday it was done. I wasn't even here and they did a fine job. They came back to show me the job and they were honest! I really didn't mind, giving them my money! It's hard to find people now days, you can...

REVIEW  
Donna L.  
Capital Heights, MD  
Dec 11, 2017



I really found them to be so professional and enlightening! They are really nice guys and I hope to do business with them in the future.

COMMENT  
Additional Comment  
Dec 11, 2017

I'm glad they came and did my service!

COMMENT  
Additional Comment  
Dec 11, 2017

Aaron did a fantastic job! I was impressed. A couple of the brothers came and I don't know their names, but everybody was great.

COMMENT  
Additional Comment  
Dec 11, 2017

I guess it would be the price. I always want a better deal, that's just the consumer in me. Otherwise, it was fantastic! I didn't have any complaints.

COMMENT  
Additional Comment  
Dec 11, 2017

The overall process was timely, patient, and on point.

1213 J. Liberty Rd, Ste 184  
Eldersburg , MD 21784  
(240) 641-0604  
[www.baybrothers.co](http://www.baybrothers.co)

**GUILDMEMBER SINCE 2018**

As a GuildQuality Guildmember, Bay Brothers Co. Renovation & Repair relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Bay Brothers Co. Renovation & Repair in Lanham, MD; Bowie, MD; Upper Marlboro, MD; Frederick, MD; Clinton, MD; Mitchellville, MD; Greenbelt, MD; Beltsville, MD; New Market, MD; Laurel, MD; and 14 other cities in Maryland.

In this report, Bay Brothers Co. Renovation & Repair has published a summary of the customer feedback they've received since they joined GuildQuality in February 2018. In that time, 40 out of 79 customers (51%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

CUSTOMER FEEDBACK REPORT *for*  
**Bay Brothers Co. Renovation & Repair**

COMMENT

Additional Comment  
Dec 11, 2017

I've already given them one person a couple of weeks ago. I'm waiting for them to tell me how fantastic their job was.



1213 J. Liberty Rd, Ste 184  
Eldersburg , MD 21784  
(240) 641-0604  
[www.baybrothers.co](http://www.baybrothers.co)

**GUILDMEMBER SINCE 2018**

As a GuildQuality Guildmember, Bay Brothers Co. Renovation & Repair relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Bay Brothers Co. Renovation & Repair in Lanham, MD; Bowie, MD; Upper Marlboro, MD; Frederick, MD; Clinton, MD; Mitchellville, MD; Greenbelt, MD; Beltsville, MD; New Market, MD; Laurel, MD; and 14 other cities in Maryland.

In this report, Bay Brothers Co. Renovation & Repair has published a summary of the customer feedback they've received since they joined GuildQuality in February 2018. In that time, 40 out of 79 customers (51%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.