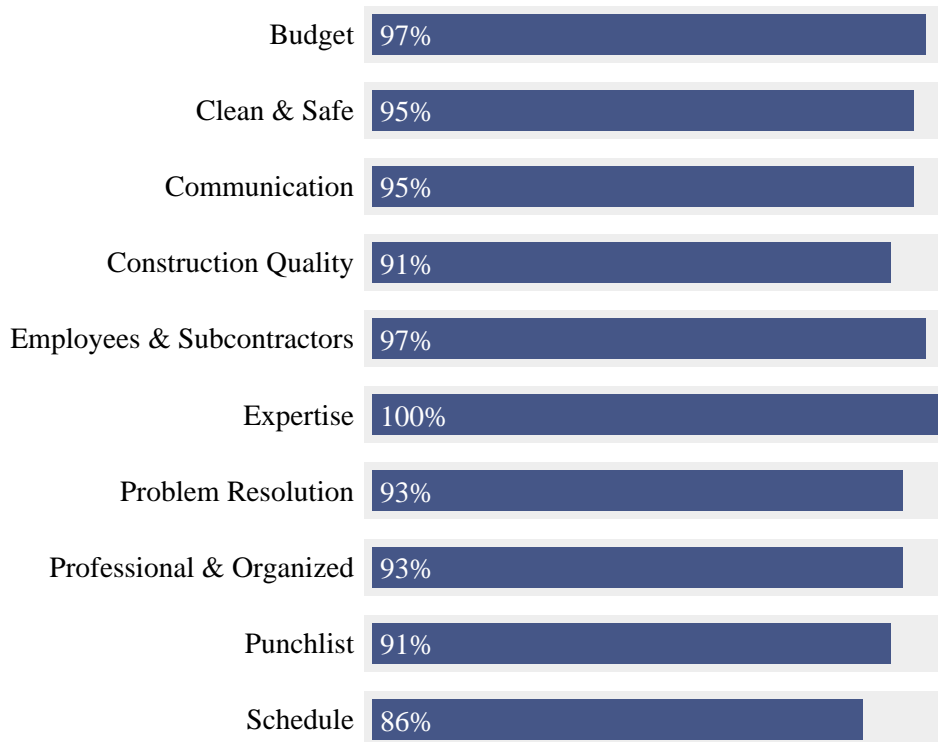


# Bo Lacey Construction



## Customer Feedback Summary

Of 84 customers surveyed, 46 responded



408 Cleveland Ave.  
Ashland, OH 44805  
(419) 606-1925  
bolaceyconstruction.com

### GUILDMEMBER SINCE 2014

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

We have surveyed customers on behalf of Bo Lacey Construction in Ashland, OH; Marion, OH; Mansfield, OH; Greenwich, OH; Bellevue, OH; New London, OH; West Salem, OH; Loudonville, OH; Medina, OH; Dalton, OH; and 18 other cities in Ohio.

In this report, Bo Lacey Construction has published a summary of the customer feedback they've received since they joined GuildQuality in February 2014. In that time, 46 out of 84 customers (55%) responded to a GuildQuality satisfaction survey, with the most recent response in October 2017.

## Recent Reviews & Published Comments

### REVIEW

Ben C.  
Mansfield, OH  
Oct 02, 2017



They worked with me through each step of the process and the crew they sent out was professional and well mannered. I am just a 100% well satisfied customer!

### REVIEW

Nancy B.  
Medina, OH  
Sep 26, 2017



We were very happy with the job that Bo Lacey did for us!

# Bo Lacey Construction



COMMENT

Additional Comment  
Nov 12, 2013

They went over our expectations. I was hesitant when we were first approached, but then I thought about it for a few months and called them. We talked, and then they showed up. I was amazed at the quality of the job and with the people who work there. We got home before the job was finished, and everything...

COMMENT

Additional Comment  
Nov 12, 2013

I was really pleased with how the foreman handled everything in an orderly fashion. Everyone on the crew had a certain job.

COMMENT

Additional Comment  
Nov 12, 2013

Bo Lacey made everything right. They made sure that I was satisfied with everything before they were done.

COMMENT

Additional Comment  
Nov 12, 2013

Mike, the contractor, stayed in touch and followed up, and I was very satisfied with the communication.

COMMENT

Additional Comment  
Oct 31, 2013

Jason was GREAT the guys did a great job

COMMENT

Additional Comment  
Oct 31, 2013

I am very happy with the work and follow through provided by Bo Lacey Construction. They worked well with the insurance company, as well. I just want to make sure that they know that them being the mediator with the insurance company made me feel a lot more comfortable with the project.

COMMENT

Additional Comment  
Oct 31, 2013

Rick did an excellent job of keeping us informed and letting us know when the project would be starting.

COMMENT

Additional Comment  
Oct 31, 2013

I was most satisfied with the siding on the house and the painting of the barn provided by Bo Lacey Construction.

COMMENT

Additional Comment  
Oct 30, 2013

Jason the salesperson, was on top of it the whole time and did a great job.

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# Bo Lacey Construction



COMMENT I was most satisfied with the efficiency of the workers.  
Additional Comment  
Oct 30, 2013

COMMENT I was happy with the quality of the work that they did.  
Additional Comment I was expecting a quality job and they fulfilled my  
Oct 30, 2013 expectations.

COMMENT I was very satisfied with the entire project.  
Additional Comment  
Oct 30, 2013

COMMENT I was satisfied with their ability to resolve any issues  
Additional Comment that arose.  
Oct 30, 2013

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