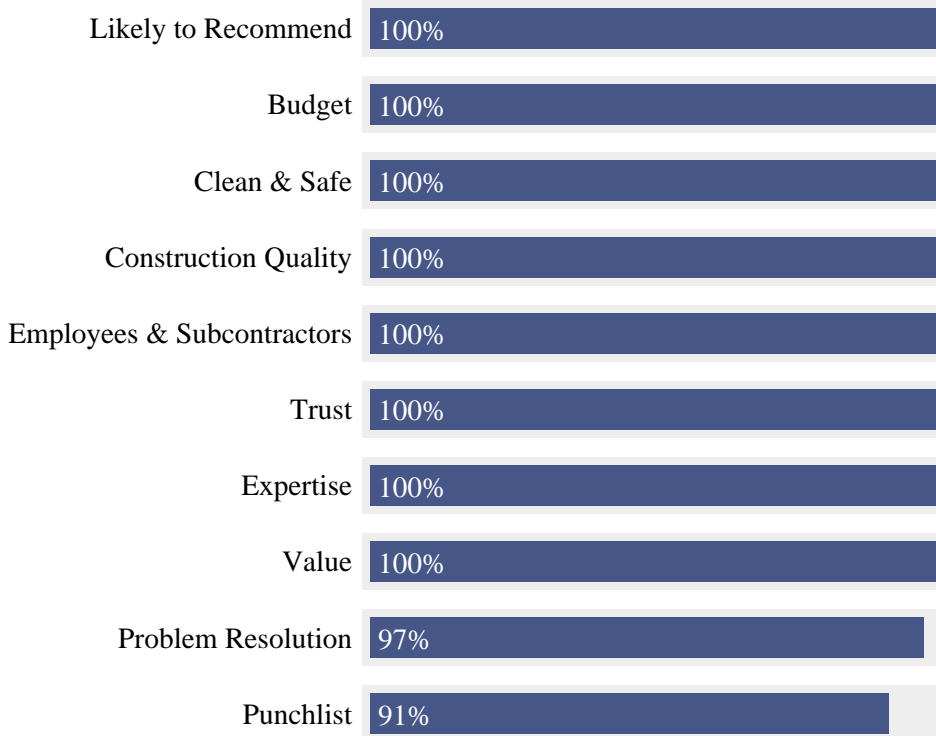


CUSTOMER FEEDBACK REPORT *for*
Remodel Design by Bongiovanni



Customer Feedback Summary

Of 87 customers surveyed, 37 responded



617 Oradell Ave.
Oradell , NJ 07649
(201) 767-0900
www remodel-design.com

GUILDMEMBER SINCE 2014

As a GuildQuality Guildmember, Remodel Design by Bongiovanni relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Remodel Design by Bongiovanni in Wyckoff, NJ; Rivervale, NJ; Harrington Park, NJ; Jersey City, NJ; Tenafly, NJ; Westwood, NJ; Ridgewood, NJ; Glen Rock, NJ; Paramus, NJ; Demarest, NJ; and 33 other cities in New Jersey and New York.

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Recent Reviews & Published Comments

COMMENT

Additional Comment
Oct 03, 2017

Everything went smoothly and professional. They also worked within my budget which was really a plus.

CUSTOMER FEEDBACK REPORT *for*
Remodel Design by Bongiovanni



REVIEW

Bill S.
Harrington Park, NJ
Sep 11, 2017



Mike Bongiovanni met with us on numerous occasions to discuss possibilities for residing our house. He was patient, knowledgeable and motivated to insure we were satisfied with the result. The construction team led by Reyes diid excellent work. We received daily updates during the construction and Mike and Reyes were flexible to making changes as the project progressed. Mike and his team were positive, professional, took pride in their work and always followed through.

REVIEW

Lisa R.
Paramus, NJ
Sep 11, 2017



Mike worked tirelessly to help me plan and execute my exterior house remodel. The work was done with the highest level of craftsmanship, and I am thrilled with the outcome. From the onset, it was clear that customer service is a priority for the company. I have already recommended Remodel Design to several friends.

COMMENT

Additional Comment
Sep 11, 2017

Couldn't be happier!!!! Made all the right decisions starting with Remodel Design by Bongiovanni.

COMMENT

Additional Comment
Sep 09, 2017

I can't say enough about Michael Bongiovanni and Remodel Design. Every single person that worked on my house was professional, courteous, knowledgeable and helpful. The final product far exceeded my expectations and it was all done within budget. I couldn't be happier and I highly recommend Remodel Design by Bongiovanni for any remodel home needs.

COMMENT

Additional Comment
Sep 05, 2017

John lost cell service after question 14.

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COMMENT
Additional Comment
Jul 28, 2017

The owner, Mike was extremely personable and professional. He always followed through. I couldn't give a better recommendation.

REVIEW
Mary S.
Harrington Park, NJ
Jul 28, 2017

Mike Bongiovanni went above and beyond our expectations. He was highly professional.

REVIEW
Phyllis G.
Westwood, NJ
Jan 18, 2017



Remodel Design by Bongiovanni provided the type of ideas I was looking for in re-siding/remodeling my home. Mike Bongiovanni and everyone else that either worked on the job, or with whom I interfaced with, was very professional and courteous and the outcome of the project was beyond my expectations.

REVIEW
Alfonse F.
Demarest, NJ
Dec 20, 2016



They had excellent quality workmanship. They were on time and made the project go very smooth.

REVIEW
Project W.
Wyckoff, NJ
Nov 10, 2016



Mike was great to work with. He totally understood our vision, taste and expectation. His staff was professional and courteous. We couldn't be more pleased with the Hardie materials we used and the over all finished result. Looks beautiful!

REVIEW
Unknown
Glen Rock, NJ
Oct 04, 2016



Mike was at job site daily....kept me updated on all aspects of work. He had great recommendations for details that added such beauty to the outcome of the project. Early on I mentioned how good the house looked, Mike corrected me by saying when remodel was complete it would be "great". He was so right.

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COMMENT
Additional Comment
Sep 07, 2016

I was most satisfied with the good communication because they were responsive when questions arose.

REVIEW
Project L.
Jersey City, NJ
Apr 20, 2016
★★★★★

Highly quality product. Mike Bongiovanni is very professional and exceptionally easy to work with.

COMMENT
Additional Comment
Feb 23, 2016

At this time, everything is wonderful.

COMMENT
Additional Comment
Feb 23, 2016

Good communication

COMMENT
Additional Comment
Feb 23, 2016

neighbor

REVIEW
Project G.
Rivervale, NJ
Feb 23, 2016
★★★★★

Mike is highly knowledgeable, professional and always available to answer questions! I would highly recommend Remodel Design!

REVIEW
Jeff M.
Glen Rock, NJ
Jan 14, 2016
★★★★★

Mike and his team do wonderful work. The house looks great and we are very satisfied with the work performed by Bongiovanni

COMMENT
Additional Comment
Jul 22, 2015

The customer service was excellent.

COMMENT
Additional Comment
Jul 22, 2015

They have done two homes with them and we've worked with them for about 15 years. We are satisfied.

COMMENT
Additional Comment
Apr 11, 2014

none

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COMMENT
Additional Comment
Apr 11, 2014

Excelent craftsmanship and polite crew.

COMMENT
Additional Comment
Apr 11, 2014

Hardy Siding recommendation

COMMENT
Additional Comment
Mar 31, 2014

Remodel Design had learned that the siding product that we were interested in using had some production deficiencies and they gently steered us away from selecting a defficient siding product and helped us in selecting an alternative quality product that actually went better with our color scheme.

COMMENT
Additional Comment
Mar 31, 2014

Had a minor material issue that they jumped on right away and resolved.

COMMENT
Additional Comment
Mar 31, 2014

Remodel Design was very helpful with design and materials selections. Showed concern about overall project costs and material quality. Remodel Design helped us in making cost effective decisions to achieve a great final end project. Remodel Design had excellent subs that perservered under the most adverse winter weather conditions experienced in years. Remodel Design and their subs were very accommodating and easy to work with when the need for changes arose or we requested additional work. They were quick to ask our opinion on a number of items before they proceded with the particular item of work.

COMMENT
Additional Comment
Mar 17, 2014

I would recommend them highly too anyone.

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Remodel Design by Bongiovanni



COMMENT

Additional Comment
Mar 17, 2014

They really did an excellent job. They are really on time, the quality is great, and there weren't any overcharges. It was a really well done job.

COMMENT

Additional Comment
Mar 17, 2014

They did not fall short in any way. They did everything fine.

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