

CUSTOMER FEEDBACK REPORT *for*
Creative Remodeling Of Orlando, LLC



1055 Nursery Road #125
Winter Springs , FL 32708
(407) 699-6999
www.crorl.com

Customer Feedback Summary

Of 307 customers surveyed, 175 responded



GUILDMEMBER SINCE 2011

As a GuildQuality Guildmember, Creative Remodeling Of Orlando, LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Creative Remodeling Of Orlando, LLC in Orlando, FL; Longwood, FL; Winter Park, FL; Winter Springs, FL; Oviedo, FL; Lake Mary, FL; Altamonte Springs, FL; Apopka, FL; Sanford, FL; Deltona, FL; and 49 other cities in Florida.

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Recent Reviews & Published Comments

REVIEW

Matthew H.
Aug 31, 2019



Overall, I'm very satisfied with the work they did.

REVIEW

Houston P.
Ocoee, FL
Aug 05, 2019



AN outstanding company from all aspects. I have never dealt with a more honest and helpful construction company. They will do what needs to be done in a friendly professional manner and follow it through to completion on a perfect time schedule.

REVIEW

Erwin D.
Jul 30, 2019



Outstanding people! They listen carefully to what you want. The job was done carefully and timely. Highly recommended!

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REVIEW

Scot A.
Orlando, FL
Jul 22, 2019
★★★★★

Brian, was incredibly helpful with everything from the original ideas and planning, to the coordination of the various contractors over the 6 weeks or so that the job took. In the end we are extremely happy with windows and siding that we had done.

REVIEW

Bianca B.
New Smyrna Beach,
FL
Jun 26, 2019
★★★★★

Brain and his crew were incredible! Professional, clean, excellent work. Looks like a brand new house. Thank you!

REVIEW

John K.
Longwood, FL
Jun 15, 2019
★★★★★

CRO was great to work with an their price was reasonable. I would definitely use them again.

REVIEW

Dale E.
New Smyrna Beach,
FL
May 19, 2019
★★★★★

High level of quality at competitive price levels. Site crew was easy to interface with and back office support was excellent.

REVIEW

Brian M.
Mar 11, 2019
★★★★★

It is really hard these days to find an honest, fair and professional company that provides a quality job well done. I really appreciate CR of Orlando for being all of these things.

REVIEW

Larrie K.
Apopka, FL
Feb 12, 2019
★★★★★

Extremely happy with all the projects Creative Remodeling of Orlando performed at our home and at our rental property. Projects including building a screened porch, building two carports, and a complete home re-siding on our rental property, using Hardy Board. Work was done efficiently, quickly, and professionally. Would absolutely recommend this company.

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REVIEW

Sherrri W.
Apopka, FL
Feb 07, 2019



I could not have been more pleased with the professionalism and thoroughness of this team. We had all of our old siding replaced by CRO. I highly recommend them for your remodeling needs.

REVIEW

Steve S.
New Smyrna Beach,
FL
Jan 23, 2019



They were great and exceeded expectations.

REVIEW

Debbie D.
Winter Springs, FL
Jan 18, 2019



Construction could be stressful. It was a pleasant experience.

REVIEW

Nick O.
Clermont, FL
Jan 17, 2019



I think they really know what they are doing. Their project manager Brian Hoover, he was probably one of the most diligent guys I have every seen. This kind of ownership and existence to his customers, doesn't exist today. He would contact me via email at 10:00 at night when needed. He was great.

REVIEW

Bonnie B.
Ormond Beach, FL
Jan 13, 2019



Creative Remodeling of Orlando, LLC. placed hardy board siding on my whole two story house. Prior to that time it had T1-11 that was literally falling off the house. I had a big water leak in the kitchen, and several other smaller leaks. From start to finish it was a great experience. Everyone was very professional. The workmanship was meticulous. Each board was cut and measured to perfection. My house has no leaks and looks fantastic.

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REVIEW

Shannon S.
Lake Mary, FL
Jan 13, 2019



Mark was great to work with from the outset and the crew did a great job. He even found a way to put siding on our treehouse out back to match the house so the kids were thrilled. Mark was very upfront about the costs and time schedule and even though some unwelcome things were found behind the old walls it was handled exactly the way Mark had described so there were no surprises. Our house feels very solid now and we have already recommended CRO to some of our neighbors.

REVIEW

Nathan B.
Kissimmee, FL
Jan 08, 2019



Creative Remodeling did a very well done job that was done professionally.

REVIEW

John K.
Orlando, FL
Jan 08, 2019



James was very professional and engaged with our project as well as detail-oriented in the estimations. We appreciate the workmanship of the crew that installed siding on the outside of our home. We are equally satisfied with the outcome of the painting project. However, there were many delays in completing the paint portion of the project. This left a bad impression at the end of the project. Overall, I would highly recommend this company for your exterior siding projects.

REVIEW

Henry M.
Ocoee, FL
Jan 07, 2019



The experience was very good. I had no stress and everything was handled very well.

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REVIEW
Lynda D.
Melbourne, FL
Jan 04, 2019
★★★★★

It was just very professional dealing with them, and the product outcome was amazing.

REVIEW
Gary C.
Lakeland, FL
Jan 04, 2019
★★★★★

Windows install was a 10 out of 10. The siding crew were not as careful or as neat as I would have liked. The finished product looks great.

REVIEW
Larry J.
Orlando, FL
Aug 23, 2018
★★★★★

They did an outstanding job! I have no complaints! They did such a great job! They cleaned up! It is beautiful!

REVIEW
Todd H.
Flagler Beach, FL
Jun 05, 2018
★★★★★

When dealing with Mark McGrath, you're dealing direct with a business owner who makes customer satisfaction priority one. He came highly recommended as a hardie board installer. If your looking for quality work, he's your guy.

REVIEW
Peter R.
Winter Park, FL
May 18, 2018
★★★★★

Our job turned out great! We appreciate Brian and the crew from CRO!

REVIEW
Lloyd R.
Orlando, FL
Jan 04, 2018
★★★★★

CRO did an amazing job on the installation of the Hardie planks on our house. The installers were very quick and did an awesome job. The quality of the work was out of this world. Brian Hoover was an awesome sales person and job foreman along with the site foreman. My wife and I couldn't be happier with the quality of work that CRO did. Thank you.

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REVIEW

Christian D.
Windermere, FL
Dec 30, 2017



Wonderful experience with all members of the company. Professional, timely, courteous and always clean. It's hard to find a decent contractor but CRO exceeded all expectations.

REVIEW

Catherine K.
Longwood, FL
Sep 30, 2017



Creative Remodeling of Orlando did a fabulous job installing my Simonton windows. Mark and his crew were professional, timely and displayed exceptional attention to detail. They did a fantastic job removing the old windows and installing the new. Taking extra precautions to ensure there was no damage to my wood floors, or finishes. I was worried about the big clerestory window in the foyer but they winched it up and in without a snag. I highly recommend Mark and his company. They provide exceptional work at a good price. Everything went exactly as promised and everything was completed to my complete satisfaction.

REVIEW

Edane J.
Casselberry, FL
Jun 10, 2017



We worked with Brian Hoover throughout our whole remodeling project, siding, windows, doors, and a new addition, We cannot say enough about how knowledgeable and professional he is. He was always available for questions and stayed on top of the project from start to finish. The quality of work, the skills and workmanship, and the work ethic of the workers far exceeded our expectations. We feel like we are living in a new home. Family and friends absolutely love our new renovations. We have nothing but praise for Brian, the crew and Creative Remodeling we highly recommend CRO for all your remodeling needs.

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REVIEW

John T.
Winter Springs, FL
May 13, 2017



Worked with Brian from the start, trying to decide on what we wanted, through to the end of our new siding, windows and doors project. Very knowledgeable and professional. CRO worked with our schedule, answered all of our questions in a timely manner, and kept us informed about what was happening and when. Quality people and workmanship.

REVIEW

Arlin A.
Winter Haven, FL
Apr 25, 2017



The quality of work and the skills and workmanship of the workers far exceeded our expectations. Friends and family visiting our home could not believe the beautiful transition. We feel we are living in a new house. We are proud to show off our new renovation.

REVIEW

Bill R.
wildwood, FL
Mar 16, 2017



Creative Remodeling Of Orlando was very professional and I was extremely pleased with every aspect of the job.