CUSTOMER FEEDBACK REPORT *for*

Drake Homes

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REVIEW

Danny S.
Birmingham, AL
Aug 07, 2018

We are so excited and pleased with how our kitchen remodel and new hardwood flooring turned out. A big thank you to Nadine and Katelyn for keeping me grounded and being patient with me during the design/selections process! Also thank you to Andy(2.0), even though there were some hiccups along the way, you stayed on top of everything and made it happen. This experience was completely all worth it and would highly recommend Drake Homes to our friends.

2700 19th Place S, Suite 200
Homewood , AL 35209
(205) 637-3646
www.drakehomes.net

GUILDMEMBER SINCE 2015

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REVIEW

Scott P.
Birmingham, AL
Jul 01, 2018

★★☆☆☆

Second manager of our kitchen remodeling project, Andy Morris, was very good...accessible, responsive, courteous, and professional. Worked hard to get things done efficiently and expertly. Our project was not able to be finished anywhere close to the promised time range and this resulted, in our opinion, from inefficient planning by our first manager. We were also disappointed in the quality of some of the subs work - specifically the painters . In fact , a different painting sub had to be hired to get the job done correctly. The cabinets we had installed are OK, but not as nice as we expected ,and the cabinet people misordered several finishing pieces which again delayed finishing the job. As an example , part of our cabinet order was a "garage" for appliances. The doors for the garage apparently were not done correctly and had to be redone... a delay of a couple of weeks, I think. When the doors were installed , they were a slightly different color than the rest of the cabinets! We complained and were told that because we had an antiqued finish on our cabinets , the color could not be duplicated exactly. There was also a mismeasurement that occurred in our laundry room remodel which required removing all cabinets and sink and appliances to correct... Drake was very professional about admitting the error and fixing it without any resistance. Just took extra time

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REVIEW
Jerren L.
Chelsea, AL
Oct 16, 2017

We truly enjoy the quality of work and professionalism that was offered by Drake Homes! We hope to work with them again!

REVIEW
Charla N.
Birmingham, AL
Mar 29, 2017

So far they are responsive to anything we ask them to do.

REVIEW
Katie .
Vesatvia Hills, AL , AL
Jan 31, 2017

We have used Drake Homes for multiple projects, we are always pleased, and we will use them for projects in the future.

REVIEW
James O.
Birmingham, AL
Dec 13, 2016

I was very pleased with the quality of the work and the suggestions of the designers. My project turned out great!

REVIEW
Veda C.
Helena, AL
Oct 05, 2016

Drake homes has been a wonderful experience. They communicate at every step of the process and keep you well informed. Their expertise and experience has helped me to make some key decisions that will impact the functionality of the home that I did not consider. Very organized, true to word and their construction knowledge is unsurpassed. This has been a very pleasant experience.

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REVIEW
Peily .
Vestavia Hills , AL
Jul 13, 2016

We can't say enough about Drake and the people that work at Drake. Andy and his design people took what we wanted in our dream home and designed a house plan that encompassed everything we wanted in our budget. Darick was our project manager and was amazed at how responsive he was and how thoughtful he was during the entire building process. Everyone at Drake during the construction and decorating were wonderful and kept us within budget. They are very cognizant about our budget and worked with us at every step to keep us at our targeted budget. They finished our house very close to the initial time frame when they initially told us it would be done. Our house came out beautifully and better than we could have imagined.

REVIEW
Howard .
Mountain Brook, AL
Jul 11, 2016

Drake Homes was extremely professional throughout the project and had the expertise to solve issues as they arose. They were timely and I felt they provided a unique and value added dimension to the property. I would highly recommend Drake Homes to any people interested in a quality product.

REVIEW
Lyle .
Vestavia Hills , AL
Apr 16, 2016

The whole team at Drake have been professional, knowledgeable, and a pleasure to work with.

REVIEW
Jeff .
Vestavia Hills, AL
Apr 13, 2016

Drake Homes did an excellent job on our project, and I would highly recommend their work to anyone.

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REVIEW

David .
Helena, AL
Apr 12, 2016

★★★★★

Honest team and great craftsmanship. I was extremely impressed with the entire process; start to finish. They did a complete remodel of my home and left no stone unturned. Their attention to detail made all the difference for me. Communication was always clear and friendly and they finished ahead of schedule. Working with them felt like a partnership. I wish more companies operated like this. Great job!!

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REVIEW
Steve M.
Birmingham, AL
Apr 07, 2016

We asked Drake to work outside of their comfort zone by building us a very modern home. They stumbled and tripped a few times during the process, delivering the project a couple of months late. However, they did succeed in building a beautiful home that we are very happy with. They were honest and worked to keep us happy. The onsite construction manager (Darick) was great to work with; though, he seemed to be spread thin. The office personnel were not always easy to work with and vendor (allowance) pricing was not always competitive. All-in-all, we are happy with the overall outcome.

Comment from Drake Homes

We are extremely sorry to you and your family for the delays and other issues that occurred during the build. We did run into some delays with some elements of products and pricing of which in turn delayed our schedule. As you might already know since the beginning of your project we have hired on several new members to our team to keep the level of service as high as possible. We thank you for your honest feedback of which we will use to strengthen our process and team. We are blessed to have your family as clients and thank you greatly for the opportunity to build your home.

REVIEW
Peily .
Vestavia Hills , AL
Apr 02, 2016

Construction is going great. All involved have been responsive and wonderful.

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REVIEW
Leslie G.
Indian Springs Village, AL
Feb 17, 2016

Drake did a great job of understanding our expectations, and making sure that our expectations matched our budget. We were very pleased with Drakes communication and the quality of our final product.

REVIEW
Joe L.
Vestavia, AL
Aug 01, 2015

Second home with them and they do a great job.

REVIEW
Bobby H.
Vestavia Hills, AL
Mar 17, 2015

Can't say enough about Drake homes. A great experience and we love the additional room they built for us. Very professional and dependable, which is what you want in a builder.

REVIEW
Lee H.
Mountain Brook, AL
Mar 17, 2015

Drake Homes does a great job. They are honest, qualified, and do great work for a reasonable price.

REVIEW
Regina S.
Birmingham, AL
Mar 16, 2015

They are definitely a company of integrity and they care very much about their customers.

REVIEW
Patterson
Birmingham, AL
Mar 14, 2015

With our experience with Drake Homes, the job was completed with quality workmanship, was done on-time, and within budget. They were very good at taking our thoughts and wish lists and bringing them to fruition. We love our beautiful sunroom.

REVIEW
David D.
Birmingham, AL
Mar 13, 2015

Drank Homes is fantastic!!! I have nothing but good things to say about the quality of their work and professionalism. The owner went above and beyond to make sure that the quality of their work met and exceeded my expectations. I would and have recommended them to others.

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REVIEW
Wes P.
Vestavia Hills, AL
Mar 11, 2015

Drake Homes did an excellent job completing our kitchen remodel. The professionalism, craftsmanship, and attention to detail are second to none. Andy Lange runs a first class business from top to bottom. He personally took the time to make sure the job was done right. Crystal was also extremely helpful in the design of our new kitchen and helped make important decisions along the way. I would recommend Drake Homes to anyone for their building / remodel needs.

REVIEW
Tres J.
Vestavia Hills, AL
Mar 10, 2015

Drake homes is a fine custom home builder and would be a great team member for any homebuilder for any custom home building project.

REVIEW
Kenneth G.
West Hoover, AL
Mar 09, 2015

Overall, it has been a great experience. I was very nervous at the beginning of the project since I had never built a home. I've been stressed about the decisions to make, but they have made me feel very comfortable about the decisions that I have made and not made. I liked the fact that I have been able to stick with one person to communicate with all the time. It's been a great experience. All my questions and concerns have been answered.

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REVIEW
Leslie G.
Indian Springs Village, AL
Mar 05, 2015

Drake Homes has a very friendly and professional staff! My wife and I wanted to build our Dream Home, but had no clue where to begin, so we began to search the web for local Custom Home Builders. Drake's website was very impressive, and their testimonials compelled me to contact them. After my first meeting with Drake, I knew that Drake was the Home Builder for my family! Drake's Professionals were very attentive to my family's needs, and made our House Planning process an effortless adventure. We spent four months designing our home, and seven months building. Once Construction began, there were many opportunities to modify aspects of our home, and Drake's staff was always willing to make those modifications with minimal sacrifices to our budget. Drake's Professionals were very knowledgeable when it came to unique finishes and touches. I've always heard that building a Custom Home is stressful, but my experience was the complete opposite. Drake Homes did a phenomenal job of scheduling, analyzing our budget, and turning our dreams into our NEW REALITY!!!!

REVIEW
Harriat B.
Hoover, AL
Mar 05, 2015

Drake Homes converted my breezeway into a sunroom. I could not be happier with the results. They were very professional and easy to work with. They met all my expectations and the finished project was better than I expected. I highly recommend Drake Homes.

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