

CUSTOMER FEEDBACK REPORT *for*
Improvement Zone

Customer Feedback Summary

Of 242 customers surveyed, 160 responded



Recent Reviews & Published Comments

REVIEW

Neugebauer H.
Pasadena, MD
May 01, 2019



Improvement Zone was 5 stars from start to finish.

REVIEW

Goldberg J.
Stevensville, MD
Mar 22, 2019



Excellent customer service. Willing to work with customer. Honest and upfront about costs.



114 Westley Ave.
SEVERNA PARK, MD
21146
(443) 221-4661

GUILDMEMBER SINCE 2014

As a GuildQuality Guildmember, Improvement Zone relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Improvement Zone in Annapolis, MD; Baltimore, MD; Columbia, MD; Severna Park, MD; Arnold, MD; Riva, MD; Glen Burnie, MD; Crofton, MD; Edgewater, MD; Odenton, MD; and 40 other cities in Maryland and Florida.

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REVIEW

Ashcraft J.
Potomac, MD
Jan 02, 2019
★★★★★

I have worked with Improvement Zone on multiple projects over the years and love the quality of work and professionalism of employees. During planning phase we discuss how best to implement my vision as well as to identify areas I may have overlooked. They give me cost effective solutions to implement...

REVIEW

Walls W.
Baltimore, MD
Nov 06, 2018
★★★★★

I was very much satisfied.

REVIEW

Mislevy B.
Annapolis, MD
Oct 25, 2018
★★★★★

Friendly, professional, knowledgeable, and highly skilled -- a pleasure to work with throughout the project!

REVIEW

Cortez J.
Glen Burnie, MD
Sep 24, 2018
★★★★★

They were cheaper than the other contractors I contacted and did a good job resolving the problem and they were able to complete the job in a timely manner. The office staff was also nice!

REVIEW

Shores C.
Baltimore, MD
Sep 24, 2018
★★★★★

Nick and Jane went above and beyond in taking care of our punchlist needed to sell our home. Far more than I would ever expect out of any contractor. I would recommend to anyone looking to have a quick turnaround done on home fixes.

REVIEW

Dick K.
Annapolis, MD
Jun 12, 2018
★★★★★

Have used Improvement Zone in prior years and they continue to do an excellent job. All the work is not completed so therefore the N/A's are present.



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REVIEW

Ms C.
Severna Park, MD
Jun 12, 2018



This organization meets a real need and I am recommending it to all of my friends.

REVIEW

VanderKlaauw P.
Annapolis, MD
Jun 12, 2018



Everyone should do a Home Energy Audit!

COMMENT

Additional Comment
Mar 25, 2018

facebook

REVIEW

Cecil K.
Millersville, MD
Mar 25, 2018



Extremely customer centric, showed up on time, very thorough and honest. I would highly recommend Improvement Zone! They are fantastic.

REVIEW

McGraw P.
Severna Park, MD
Mar 24, 2018



Improvement Zone has always been responsive with my questions and thoughts on my energy survey before, during and after. I would recommend them and use them again.

REVIEW

Ballard S.
Millersville, MD
Dec 28, 2017



I greatly appreciate Improvement Zone's customer service. They kept me informed via phone & email, letting me know when service would occur, who was coming, etc. They also patiently answered all of my questions!

COMMENT

Additional Comment
Dec 24, 2017

Strong communication and high quality work

COMMENT

Additional Comment
Dec 24, 2017

Friend



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REVIEW

Andrew N.
huntingtown, MD
Dec 14, 2017



I have used Improvement Zone on several properties and projects. The work has always been outstanding. I would highly recommend them.

REVIEW

Carolyn F.
Columbia, MD
Nov 14, 2017



The Improvement Zone team were amazing and very easy to work with. We needed them to fix some things for a resell on our home and they got here assessed the items and fixed them in a timely efficient manner.

REVIEW

Russ R.
Annapolis, MD
Oct 31, 2017



Nick and his team did a quality job replacing our front steps. The job was more complex than originally thought but Improvement Zone was up to the task! Highly recommended!

REVIEW

Becker E.
Riva, MD
Aug 14, 2017



Improvement Zone did an excellent job on our kitchen, including an innovative design and quality construction work. We are really happy with our new kitchen!

COMMENT

Additional Comment
Jul 01, 2017

Outstanding customer service and follow up.

REVIEW

Windsor C.
Glen Burnie, MD
Mar 29, 2017



They exceeded my expectations and took such pride in their work.

REVIEW

Chambliss P.
Crownsville, MD
Mar 22, 2017



Walt was great... polite, informative, constructive and efficient.

REVIEW

Greer K.
Pasadena, MD
Mar 06, 2017



Improvement Zone provided great customer service.



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REVIEW

Hughes J.
Annapolis, MD
Feb 24, 2017



I was very happy with the work that was performed - thank you!

REVIEW

Rami M.
Annapolis, MD
Feb 13, 2017



They went above and beyond to make sure the house was kept clean and even installed a hepa filter to make sure the dust was kept to a minimum so as not to affect the new baby's health. The project was completed early and Jane kept on top of every detail to make sure things did not fall thru the cracks.

REVIEW

Williams-Moore J.
Glen Burnie, MD
Feb 07, 2017



I hired them for 2 home energy projects and was satisfied both times. I would hire them again.

COMMENT

Additional Comment
Jan 31, 2017

The Home Improvement Zone team was a true pleasure to work with. The contracts drawn up provided very clear lines of expectations which we appreciated. They helped us work through a major project in a manner that minimized anxieties about being overwhelmed with decisions. They were careful and methodical,...

COMMENT

Additional Comment
Jan 31, 2017

I really appreciated the ability to work through what some of the audit results meant with walt. He is a true professional and the results helpless prioritize projects that we should be taking on.

REVIEW

Wiley L.
Waldorf, MD
Jan 31, 2017



You will Jane and Scott helpful and friendly. Scott is always on the job, monitors performance of employees, follows up on all issues and progress and kept us completely informed.



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