FEEDBACK REPORT *for*

Kraft Custom Construction

191 Kingwood Avenue NW
Salem , OR 97304
(503) 364-5842

GUILDMEMBER SINCE 2014

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

We have surveyed customers on behalf of Kraft Custom Construction in Salem, OR; Portland, OR; Keizer, OR; Lake Oswego, OR; Salme, OR; Happy Valley, OR; Dundee, OR; Monmouth, OR; Sheridan, OR; and Dallas, OR.

REVIEW
Vici T.
Salem, OR
May 31, 2017

They were very easy to work with and their work was good. They were in this house for weeks, and they were incredibly professional and consider it. They were very easy to be around.

REVIEW
M.A.M.
Portland, OR
Dec 01, 2016

From the onset to the finish of our kitchen/bath remodel project, the project foreman, carpenter, and various tradespeople (plumbers, electricians, floor installers, painters, cabinet maker and installers) to name a few, were knowledgeable, professional, creative, and great to work with. The ability to grapple with a 100+ year old home was impressive and required a depth of knowledge that run-of-the-mill folks wouldn't necessarily have.

REVIEW
Scott R.
Salem, OR
Nov 28, 2016

My wife and I have employed Kraft a number of times in the last 20 years, and we have always been completely satisfied with their work.

REVIEW
C.S.S.
Portland, OR
Nov 18, 2016

Robert Kraft brought in a team that designed, built and managed our project to full satisfaction.

REVIEW
Noble D.
Keizer, OR
Aug 04, 2016

We were very pleased with everything including the quality of work and how they worked with us.

REVIEW
William G.
Keizer, OR
Aug 03, 2016

Thorough analysis of the project; carefully prepared proposals and contract; competent supers assigned to projects and good communication.

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REVIEW
James L.
Salem, OR
Jun 29, 2016

The Kraft team was extremely professional, from the planning stage of our bathroom remodels to the completion of the projects. Their workmanship was beyond excellent. We have one more remodel planned and will definitely use Kraft Custom Construction.

REVIEW
Mike W.
Salem, OR
Jun 14, 2016

Kraft's work was completed on time and on budget. His team has solid communication skills and protocols so there are no surprise expenses. The craftsmanship is excellent.

REVIEW
Vici T.
Salem, OR
Jun 11, 2016

We contracted with Kraft to remove the wall between our small kitchen and our small dining room in order to create one big room. We also sought to update the kitchen. In retrospect, we appreciate the organizational efforts that preceded the hands on aspect of the project, we appreciate the quality of the work, and we appreciate the good humor that the crew brought to the job each day they were in our home. Someday, we'll update our bathrooms and when we do, we'll contact Kraft to take on the challenge.

REVIEW
Larry G.
Salem, OR
Mar 07, 2016

KCC can be relied upon completely and their work is top quality.

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REVIEW
Noble D.
Keizer, OR
Mar 04, 2016

Our family room remodel was completed in the time frame promised and exceeded our expectations in both quality of work and coordination with all involved. Communications through out the project and when adjustments were needed staff went the extra mile to make sure work was done on time and in very high quality. Also staff made extra efforts to improve the project through thoughtful suggestions and then following through with perfection in completing the modifications. The work is of the highest quality!

REVIEW
R.K.P.
Lake Oswego, OR
Feb 21, 2016

We were impressed with the quality of the work and the professionalism of the staff. We were living with the renovations and were exceptionally pleased that at the end of the day, things were put back together so we could function. Project was completed early and on budget.

REVIEW
Tabitha K.
Salem, OR
Feb 19, 2016

Kraft Custom Construction was an amazing company to work with. They were recommended to us by friends and it quickly became obvious why. The guys were friendly and personable and obviously take pride in doing beautiful, quality work. They went above and beyond to ensure that our project was everything we had hoped it would be and to care for us as clients. We highly recommend them to others (and would hire them again ourselves in a heartbeat)!

REVIEW
Leslie B.
Portland, OR
Nov 09, 2015

I highly recommend Kraft Custom Construction. They did a superb job on my remodel and were professional and easy to work with. Their level of communication was outstanding and everything got completed on time.

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REVIEW
Dan M.
Portland, OR
Nov 05, 2015

Kraft Custom Construction did an excellent job on our Portland remodel. The communication was excellent and his construction crew on time, polite, clean and easy to work with and they even completed the job ahead of schedule!

REVIEW
James L.
Salem, OR
Sep 11, 2015

Kraft Custom Construction completed our bathroom remodels in the most professional way possible. I have never seen a team that worked with such precision. We will definitely call on them again for future projects.

REVIEW
J.D.J.
Portland, OR
Sep 01, 2015

The crew from Kraft Custom Construction did exceptional work on our project. They were flexible and able to deal with the inevitable changes quickly and easily as the work progressed. Subcontractors were kept on schedule and under budget. Since we did some of the work ourselves, Robert Kraft provided us with a detailed punch list of our responsibilities and a timeline to keep things moving. Working with KCC was one of the best contractor experiences we've had.

REVIEW
Gary H.
Salme, OR
Aug 26, 2015

They do quality work.

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REVIEW
D V.
Salem, OR
Mar 09, 2015

This is my third remodel with Kraft Custom Construction. I value their professionalism, the quality of their work, their accountability when I've had questions or concerns, and their management of their subs. Remodeling is a stressful and difficult process and the people at KCC are sensitive to these stresses, ensuring that the process unfolds in a timely and predictable manner. Most importantly, the work stands the test of time! I don't think I really have much left to do to the house, but if I did, I would go back to Kraft in a heartbeat!

REVIEW
Larry G.
Salem, OR
Mar 07, 2015

Kraft's workmanship was top quality. They sent in highly qualified craftsmen. They were intent on understanding our needs and then driven to meet them. They are utterly trustworthy.

REVIEW
William G.
Keizer, OR
Feb 23, 2015

Have been consistent client for over 20 years because of reliability, thoroughness and timely response.

REVIEW
Don O.
Salem, OR
Sep 06, 2014

Kraft Custom Construction did an excellent remodel for us. Their attention to organization, quality and all of the little details was outstanding. I wholeheartedly recommend them.

REVIEW
K.L.D.
Salem, OR
Aug 15, 2014

Kraft was extremely professional and very good at communication. They finished all of our work on time and addressed any questions or concerns I had along the way so of course, I would highly recommend them.

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REVIEW
D V.
Salem, OR
Aug 12, 2014

We're just about to begin my third remodel with Kraft, which should speak volumes on its own. The quality of the workmanship is beyond compare, not only on the big stuff but also, and most importantly, in the small details. They keep the worksite clean and orderly. They stick to their schedules. They communicate clearly when change orders become necessary, explaining not just the nature of the issue, but also the options for how to address it. Finally, they make great neighbors, notifying the neighbors of the work schedule and providing contact information should the construction process become an undue burden on the people who live in the neighborhood.The house next door was just flipped, which showed me how NOT to do it right. Every problem I had with the flippers was never even an issue with Kraft. Remodeling turns your life upside down to a certain extent, but the folks at Kraft are sensitive to that fact and they operate in such a way as to minimize the impact by being accessible, professional, and creating a wonderful end product. I can't recommend them highly enough.

REVIEW
Mike S.
Keizer, OR
Aug 11, 2014

They have great subcontractors, who show up as scheduled, which moves the work along in a timely manner. And they do a very good job of dealing with the debris and dust. Mike S.

REVIEW
S.C.L.
Salem, OR
Aug 11, 2014

We have used them on multiple projects and all have been done with great care and quality. I feel like they have fulfilled everything I wanted and expected in a contractor.

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REVIEW
Rick N.
Salem, OR
Aug 10, 2014

It's not often that I would describe a level of professionalism / craftsmanship / creativity / integrity / attention to detail as "inspiring", but that is how I feel about my experience with Kraft Custom Construction. I have worked with several other contractors before on home and commercial projects but Kraft has set the bar so high that I can't imagine ever using anyone else in the future.

REVIEW
J.S.S.
Salem, OR
Aug 08, 2014

Our experience with Kraft Custom Construction was superlative from the first meeting on design to the last details of finish. We are reminded of the quality of our home nearly every day, and especially through the seasons here in Oregon. It is a pleasure to come home to this house. Guests routinely comment on the quality of the finish work and want to know who built and designed our home.

REVIEW
D.H.J.
Salem, OR
Aug 08, 2014

Kraft Custom Construction does outstanding work. In various projects on my house, they have always shown the highest integrity, and I trust them to advise me what is needed and to complete the work to the highest standards.

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