

MLM Home Improvement LLC



12057 Nebel St.
Rockville , MD 20852
(301) 841-7835
www.mlmhi.com

GUILDMEMBER SINCE 2018

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

We have surveyed customers on behalf of MLM Home Improvement LLC in Silver Spring, MD; Germantown, MD; Rockville, MD; Gaithersburg, MD; Bowie, MD; District Hts, MD; Hyattsville, MD; Springfield, VA; Fort Washington, MD; Alexandria, VA; and 33 other cities in District of Columbia, Maryland and Virginia.

In this report, MLM Home Improvement LLC has published a summary of the customer feedback they've received since they joined GuildQuality in June 2018. In that time, 43 out of 73 customers (59%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

REVIEW

Dorothy C.
Silver Spring, MD
May 01, 2019



Professional: Communications were prompt, professional and respectful. Interactions were positive, thoughtful and helpful. Honesty and integrity from all MLM individuals as well as the work crew.

REVIEW

Marta C.
White Plains, MD
Sep 18, 2018



The personnel were very helpful. The materials used for the roof and the workmanship were excellent. The job was done as scheduled. Good company.

REVIEW

George U.
Silver Spring, MD
Sep 04, 2018



In general, I am very pleased with the evaluation and the service.

COMMENT

Additional Comment
Sep 04, 2018

Alex and Chris are exceptional. Brandon head of crew for the roof as also wonderful. He made sure the area was clean and his crew was working hard.

COMMENT

Additional Comment
Sep 04, 2018

none.

COMMENT

Additional Comment
Sep 04, 2018

The quality and workmanship were excellent. The roof and door turned out great!

COMMENT

Additional Comment
Sep 04, 2018

All of my friend just bought new homes that do not need work at this time.

COMMENT

Additional Comment
Sep 04, 2018

I would highly recommend them to everyone.

REVIEW

Terri T.
Lanham, MD
Sep 04, 2018



MLM Home Improvement possessed great quality and workmanship along with an attentive staff. Chris and Alex made the job an easy transition. I would highly recommend them!

CUSTOMER FEEDBACK REPORT *for*

MLM Home Improvement LLC



REVIEW

Clarence J.
Hyattsville, MD
Aug 29, 2018



I gave them a four because they were prompt in doing their work. I hope that it holds up. The roof I had before was 30 years old.

REVIEW

Shirley B.
Silver Spring, MD
Jul 31, 2018



I would recommend MLM to anyone. They did a phenomenal job! There clean up was fantastic and they are hard workers!

COMMENT

Additional Comment
Oct 09, 2017

Responsiveness to our questions.

REVIEW

M B.
Bowie, MD
Oct 09, 2017



Professional organization that finished on time.

COMMENT

Additional Comment
Sep 29, 2017

I was most satisfied with the salesman. He was very knowledgeable at what he was selling.

COMMENT

Additional Comment
Sep 15, 2017

I was most satisfied with the overall job completed.

REVIEW

Kathleen N.
Capitol Hgts, MD
Sep 15, 2017



Professional job done.

COMMENT

Additional Comment
Aug 09, 2017

They were excellent!

COMMENT

Additional Comment
Aug 09, 2017

So far the quality has been good. I haven't seen anything that was dissatisfying.

COMMENT

Additional Comment
Aug 09, 2017

The timeliness was most satisfying.

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