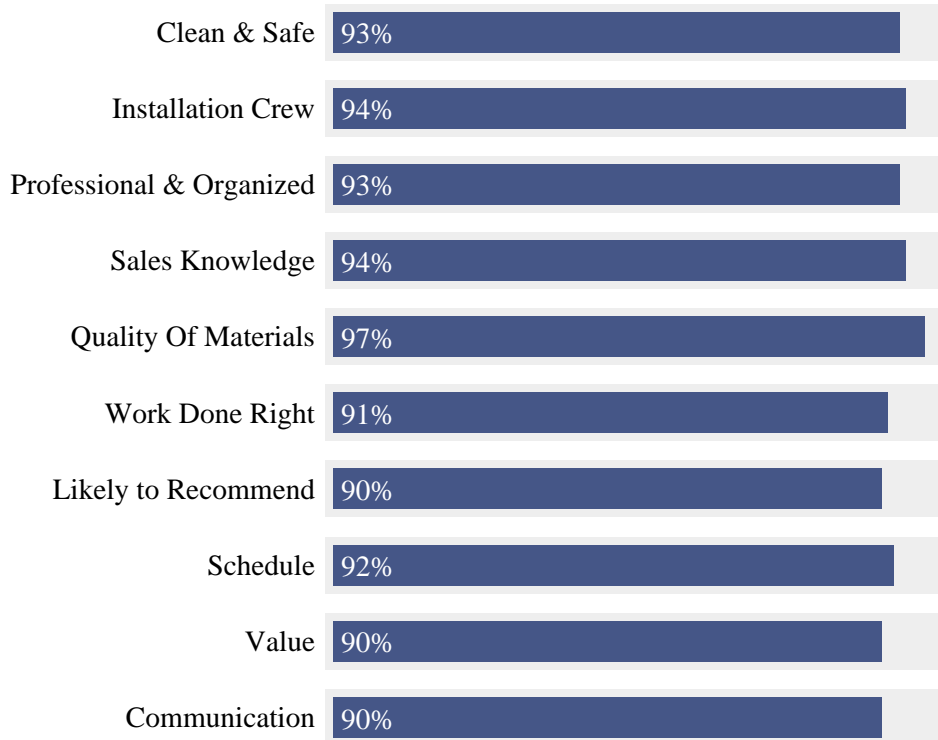


# Nu Look Home Design

## Customer Feedback Summary

Of 9,606 customers surveyed, 5,677 responded



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## Recent Reviews & Published Comments

### REVIEW

Owen T.  
Bowie, MD  
Dec 10, 2019



Everything was done well, but the communication and getting the proper information into the contract was the problem.

### REVIEW

Marilyn G.  
Gwynn Oak, MD  
Dec 10, 2019



John Thompson was very professional and detailed.

CUSTOMER FEEDBACK REPORT *for*

# Nu Look Home Design

REVIEW

Danyra S.  
Forest Hill, MD  
Dec 09, 2019



I was most satisfied with Nu Look Home Design's communication because it was very good. I got emails, phone calls, and I knew exactly what was happening. The installation crew was well organized, did the job quickly, and cleaned up. It was great.

REVIEW

Heidi W.  
Fulton, MD  
Dec 09, 2019



If had to get more windows, I would definitely use Nu Look Home Design.

REVIEW

Phillip K.  
Bristow, VA  
Dec 09, 2019



Several windows started to leak after a severe storm, so we consulted with Nu Look since they came highly recommended. The Nu Look rep said we'd receive our windows in 6-8 weeks. We signed a contract on 7/26, but the windows were not installed until 11/30. It took over 18 weeks (127 days) to install our windows. If we had known that we wouldn't receive our windows until after Thanksgiving, then we would have ordered them from a different company.

REVIEW

Kenneth W.  
Halethorpe, MD  
Dec 09, 2019



The crew did a fabulous job in a timely fashion. They worked hard and did a good job cleaning up.

REVIEW

Patricia O.  
Parkville, MD  
Dec 04, 2019



very satisfied with the new roof, and project manager kept me informed of everything that was going on and addressed all my concerns.



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CUSTOMER FEEDBACK REPORT *for*

# Nu Look Home Design

REVIEW

Michael D.  
Annapolis, MD  
Dec 04, 2019



The only issue I had with NuLook was the old, '...this offer is only good until...'. This is a strong arm hard sell technique I don't care for. We did indeed let that offer expire as we garnered other estimates. We went with NuLook for two reasons; Their product and warranty are solid. And their financing (at least for us with our credit rating) was the best in the industry.

REVIEW

Joann J.  
Alexandria, VA  
Dec 04, 2019



I can't tell you enough how happy I have been with my new roof. I get lots of compliments on it. I have referred many people to Nu Look Home Design. I am totally satisfied with them.

REVIEW

Jamie G.  
New Hope, PA  
Nov 25, 2019



Good communication from the company throughout - very happy with the end result. The crew took care to keep our pool clean and at the end of the job, the surrounding of the house was cleaner than when they started. Overall, a great job for a fair price. Happy to recommend!

REVIEW

Dave D.  
Germantown, MD  
Nov 22, 2019



They did everything in a professional manner. We are extremely pleased with them.



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# Nu Look Home Design

REVIEW

Justin D.  
Glen Burnie, MD  
Nov 20, 2019



1. Didn't use proper size plywood where patches were made to match the thickness of planks. 2. Didn't use proper screws to secure plywood to metal rafter. I had to supply the subcontractors with the correct screws. 3. No one measure the thickness of the plank when I brought it to their attention. Project manager pushed it to his boss and replied they were not going to fix it. I provide pictures I had to take of the measurements. Me the home owner had to prove this. 3. Gutters lean forward and drip edge not level, has peaks as it was not nailed down correctly. The crew was two guy and one of them told me in a conversation that he was a painter. Showed up in a stripped down Thompson Creek decals on their truck. I know because that's the company that did my siding and windows.

REVIEW

Pedro O.  
Manassas, VA  
Nov 15, 2019



From the time I initially contacted them to the time the roof was installed, NLHD kept me abreast of every step. They were efficient, prompt to respond, and the workmanship speaks for itself. We love our new roof and especially the piece of mind that comes with it.

REVIEW

Lisa T.  
Elkton, MD  
Nov 15, 2019



The salesmen and project managers are fantastic, but the crew should be a little safer.

REVIEW

Harvey O.  
Capitol Heights, MD  
Nov 14, 2019



I was pleased with the professionalism and the work they did. I was on the roof when they were working and it was superb.



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CUSTOMER FEEDBACK REPORT *for*

# Nu Look Home Design

REVIEW

Wanda C.  
Baltimore, MD  
Nov 14, 2019



I would highly recommend this company. Exceeded expectations. Excellent communication at each step of the process and great work done in record time!! They finished my roof just in time to protect us from Hurricane winds the next day!!!

REVIEW

Larry N.  
Baltimore, MD  
Nov 12, 2019



They were a pleasure to deal with!

REVIEW

David R.  
Takoma Park, MD  
Nov 07, 2019



I was most satisfied with Nu Look Home Design's timeliness and adherence to the schedule.

REVIEW

Jeffrey S.  
Jamesburg, NJ  
Nov 04, 2019



I would highly recommend them for a roofing job.

REVIEW

Patricia P.  
Bel Air, MD  
Nov 04, 2019



I was totally satisfied with them, they were efficient and everything went smoothly.

REVIEW

William D.  
Waldorf, MD  
Oct 31, 2019



They do not stick to what they say. They also do not have qualified workers to do the job. They do crappy work.

REVIEW

Jillian F.  
Mount Holly, NJ  
Oct 28, 2019



The communication was great but they need to specify what kind of loans they will work with, and my roof is still leaking and they can't seem to find a way to fix it.



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CUSTOMER FEEDBACK REPORT *for*

# Nu Look Home Design

REVIEW

Jeremy G.  
Woodbridge, VA  
Oct 27, 2019



Nu Look Home Design gave us the best price for the installation of the windows. The installation crew was very professional and did a great job. 2 windows were broken when they arrived and we replaced several weeks later. After this second installation we discovered another broken window. The process to replace this window took longer than I would have hoped and each time I called inquiring about this window, I got a voicemail, and often times this voicemail was not returned. It wasn't until I got an actual person on another line that I felt like I was being heard and taken care of properly.

REVIEW

Ruth W.  
Ft Washington, MD  
Oct 25, 2019



My house looks beautiful. Nu Look Home Design did the roof and the windows.

REVIEW

Christine A.  
Sterling, VA  
Oct 24, 2019



Job well done, I have received so many compliments on the finished product.

REVIEW

Amy G.  
Landover, MD  
Oct 23, 2019



Very efficient, knowledgeable and professional.



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# Nu Look Home Design

REVIEW

Roger W.  
Hightstown, NJ  
Oct 23, 2019



Run, don't walk away from Nu Look. I contracted them to do a partial repair of my siding that was damaged by a neighbor's house catching on fire. Initial meetings were great, and the Salesman assured me that a partial repair would be no problem, matching materials would be available, and the repair could be completed quickly. As it turns out, the salesman was not technically supposed to offer a partial repair, and that materials could not be found at first. Their first attempt to do the installation, they had completely sent the wrong materials. Siding was the wrong size (4.5" instead of 4") and corner posts were completely wrong. I had taken the day off, and they did not realize their mistake until the installation crew showed up to install. It all went downhill from there. For another month or so after that - week after week, all they did was lie to us. Every week, they promised that the correct materials were arriving - when actually the corner posts did not exist and had to be finally custom ordered. If they had simply told the truth and given us honest reasons for the delays, we would not have been so dissatisfied.

REVIEW

Kenneth C.  
Washington, DC  
Oct 23, 2019



New Look Home Design was professional, had a great crew, did a great job and cleaned up well. I would recommend them to friends.



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CUSTOMER FEEDBACK REPORT *for*

# Nu Look Home Design

REVIEW

Robert R.  
Bristow, VA  
Oct 19, 2019  
★★★★★

The installation crew completed the work on time and the new roofing has performed as advertised. The only issue was the post work cleanup where a number of nails were left on the roof of the front porch and building debris including several nails flushed out of one of the downspouts after a heavy rain.

REVIEW

Theresa S.  
Laurel, MD  
Oct 16, 2019  
★★★★★

The first person who came out for the appraisal, to the last person who came to finish the gutters, I was impressed! I'm happy!



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