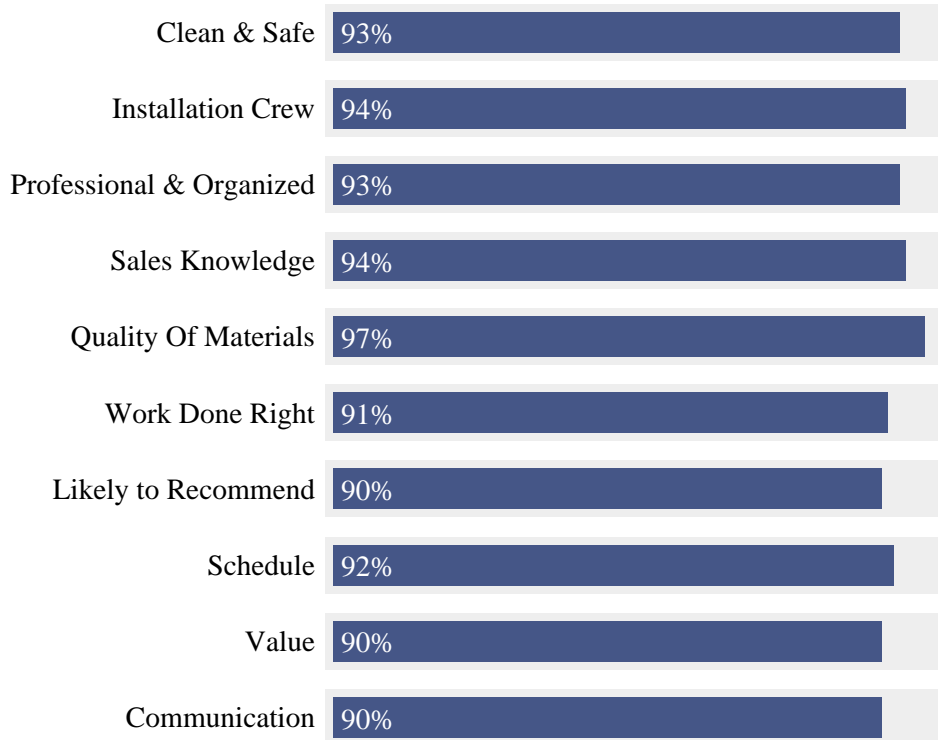


Nu Look Home Design

Customer Feedback Summary

Of 9,491 customers surveyed, 5,617 responded



Corporate Office: 8820
Columbia 100 Parkway,
Suite 300
Columbia, MD 21045
(800) 279-5300
www.nulookhomedesign.com

GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, Nu Look Home Design relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Nu Look Home Design in Alexandria, VA; Fairfax, VA; Springfield, VA; Woodbridge, VA; Manassas, VA; Baltimore, MD; Silver Spring, MD; Herndon, VA; Sterling, VA; Columbia, MD; and 710 other cities in Virginia, Maryland, New Jersey, District of Columbia, Pennsylvania, and 1 other state.

In this report, Nu Look Home Design has published a summary of the customer feedback they've received since they joined GuildQuality in July 2013. In that time, 5,617 out of 9,491 customers (59%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

Recent Reviews & Published Comments

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.

Nu Look Home Design

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.

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.



Corporate Office: 8820
Columbia 100 Parkway,
Suite 300
Columbia, MD 21045
(800) 279-5300
www.nulookhomedesign.com

GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, Nu Look Home Design relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Nu Look Home Design in Alexandria, VA; Fairfax, VA; Springfield, VA; Woodbridge, VA; Manassas, VA; Baltimore, MD; Silver Spring, MD; Herndon, VA; Sterling, VA; Columbia, MD; and 710 other cities in Virginia, Maryland, New Jersey, District of Columbia, Pennsylvania, and 1 other state.

In this report, Nu Look Home Design has published a summary of the customer feedback they've received since they joined GuildQuality in July 2013. In that time, 5,617 out of 9,491 customers (59%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

CUSTOMER FEEDBACK REPORT *for*

Nu Look Home Design

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.



Corporate Office: 8820
Columbia 100 Parkway,
Suite 300
Columbia, MD 21045
(800) 279-5300
www.nulookhomedesign.com

GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, Nu Look Home Design relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Nu Look Home Design in Alexandria, VA; Fairfax, VA; Springfield, VA; Woodbridge, VA; Manassas, VA; Baltimore, MD; Silver Spring, MD; Herndon, VA; Sterling, VA; Columbia, MD; and 710 other cities in Virginia, Maryland, New Jersey, District of Columbia, Pennsylvania, and 1 other state.

In this report, Nu Look Home Design has published a summary of the customer feedback they've received since they joined GuildQuality in July 2013. In that time, 5,617 out of 9,491 customers (59%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

CUSTOMER FEEDBACK REPORT *for*

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.



Corporate Office: 8820
Columbia 100 Parkway,
Suite 300
Columbia , MD 21045
(800) 279-5300
www.nulookhomedesign.com

GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, Nu Look Home Design relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Nu Look Home Design in Alexandria, VA; Fairfax, VA; Springfield, VA; Woodbridge, VA; Manassas, VA; Baltimore, MD; Silver Spring, MD; Herndon, VA; Sterling, VA; Columbia, MD; and 710 other cities in Virginia, Maryland, New Jersey, District of Columbia, Pennsylvania, and 1 other state.

In this report, Nu Look Home Design has published a summary of the customer feedback they've received since they joined GuildQuality in July 2013. In that time, 5,617 out of 9,491 customers (59%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

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!

REVIEW

Catherine N.
Culpeper, VA
Oct 16, 2019
★★★★★

From start to finish the project went smoothly with no glitches

REVIEW

Elizabeth S.
Temple Hills, MD
Oct 16, 2019
★★★★★

Philip was very friendly and explained everything the company would do. I called Nu Look on a Friday and he was at my house the next day. Chris came and measured the roof. The shingles were delivered the following Friday and the roof was on the following Monday. All the workers were very nice and did a good job and cleaned up when they were finished. Would definitely recommend Nu Look.

REVIEW

Marceline S.
Westminster, MD
Oct 14, 2019
★★★★★

Did a great job!

REVIEW

Michael H.
Elkton, MD
Oct 14, 2019
★★★★★

We had an unforeseen problem, and they took care of it admirably!



Corporate Office: 8820
Columbia 100 Parkway,
Suite 300
Columbia, MD 21045
(800) 279-5300
www.nulookhomedesign.com

GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, Nu Look Home Design relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Nu Look Home Design in Alexandria, VA; Fairfax, VA; Springfield, VA; Woodbridge, VA; Manassas, VA; Baltimore, MD; Silver Spring, MD; Herndon, VA; Sterling, VA; Columbia, MD; and 710 other cities in Virginia, Maryland, New Jersey, District of Columbia, Pennsylvania, and 1 other state.

In this report, Nu Look Home Design has published a summary of the customer feedback they've received since they joined GuildQuality in July 2013. In that time, 5,617 out of 9,491 customers (59%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

CUSTOMER FEEDBACK REPORT *for*

Nu Look Home Design

REVIEW

Albert A.
Woodbridge, VA
Oct 12, 2019



The quality of the product they use is of high quality. They were professional, but the communication got lost along the line somewhere, but I am pleased with the job they did.

REVIEW

John W.
Cochranville, PA
Oct 10, 2019



Overall I am satisfied with the workmanship from Nu Look Home Design.

REVIEW

Bryon B.
Herndon, VA
Oct 10, 2019



Did a good-looking job on the installation, did it in a timely manner and on schedule, and did a good job with cleanup. Good communication with the on-site manager. No complaints so far, although we have not had strong winds or rains to test the work. The new peak vents seem to somewhat work, although the roof fan has come on a few times. I will know better about the quality of work after we have a severe storm.

REVIEW

Susan Q.
Port Tobacco, MD
Oct 10, 2019



I have already recommended them to a friend.

REVIEW

Maureen R.
Springfield, VA
Oct 08, 2019



The roofing crew was amazing. They were here and completed the job quickly and efficiently. They cleaned up very well.

REVIEW

Thomas H.
Pasadena, MD
Oct 08, 2019



Crew did a great job They were polite, professional, fast, clean and did a nice quality job



Corporate Office: 8820
Columbia 100 Parkway,
Suite 300
Columbia, MD 21045
(800) 279-5300
www.nulookhomedesign.com

GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, Nu Look Home Design relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Nu Look Home Design in Alexandria, VA; Fairfax, VA; Springfield, VA; Woodbridge, VA; Manassas, VA; Baltimore, MD; Silver Spring, MD; Herndon, VA; Sterling, VA; Columbia, MD; and 710 other cities in Virginia, Maryland, New Jersey, District of Columbia, Pennsylvania, and 1 other state.

In this report, Nu Look Home Design has published a summary of the customer feedback they've received since they joined GuildQuality in July 2013. In that time, 5,617 out of 9,491 customers (59%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

Nu Look Home Design

REVIEW

Stephanie B.
Trenton, NJ
Oct 05, 2019



Once Nu Look finally came, they were efficient about the install. Things were not left clean and we still continue to find nails and other left over materials in our yard. Poor communication all around. I've sent several emails and even texts and would not get a response in a timely fashion. I asked for our light, flag, and house numbers to not be put back on, and they were. Installed our camera again in the wrong spot. Caulking looks very messy. One contractor also asked us to buy supplies! It was a very frustrating experience!

REVIEW

Stamatina Z.
Mantua, NJ
Oct 03, 2019



Absolutely wonderful company! They do a great job and lord knows I have had some crappy contractors. My roof looks great and it was completed in one day, even with having to replace 11 boards. It also says a lot for a company when they are all friendly and professional. Will use them again for windows and siding.

REVIEW

Richard B.
Woodbridge, VA
Oct 01, 2019



Other than our HOA issues, which Nu didn't immediately resolve, the workmanship was top notch. The crew who did our work was very professional and they did a great job. Our last HOA coordinator was good but it took 6 months to resolve our HOA issues which was a huge hassle and due in part to communication issues between the HOA coordinators, our HOA, and us.

REVIEW

Latarsha Y.
Suitland, MD
Oct 01, 2019



My experience with NLHD was exceptional. They were professional, informative and responsive to my questions and changes throughout the process.



Corporate Office: 8820
Columbia 100 Parkway,
Suite 300
Columbia, MD 21045
(800) 279-5300
www.nulookhomedesign.com

GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, Nu Look Home Design relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Nu Look Home Design in Alexandria, VA; Fairfax, VA; Springfield, VA; Woodbridge, VA; Manassas, VA; Baltimore, MD; Silver Spring, MD; Herndon, VA; Sterling, VA; Columbia, MD; and 710 other cities in Virginia, Maryland, New Jersey, District of Columbia, Pennsylvania, and 1 other state.

In this report, Nu Look Home Design has published a summary of the customer feedback they've received since they joined GuildQuality in July 2013. In that time, 5,617 out of 9,491 customers (59%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

CUSTOMER FEEDBACK REPORT *for*

Nu Look Home Design

REVIEW

Zealeam T.
Silver Spring, MD
Sep 30, 2019



From the start to finish, the crews and everyone were professional, respectful and efficient. I am very happy. They especially did a good job.

REVIEW

Michael M.
Plainsboro, NJ
Sep 29, 2019



The roof looks spectacular.



Corporate Office: 8820
Columbia 100 Parkway,
Suite 300
Columbia , MD 21045
(800) 279-5300
www.nulookhomedesign.com

GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, Nu Look Home Design relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Nu Look Home Design in Alexandria, VA; Fairfax, VA; Springfield, VA; Woodbridge, VA; Manassas, VA; Baltimore, MD; Silver Spring, MD; Herndon, VA; Sterling, VA; Columbia, MD; and 710 other cities in Virginia, Maryland, New Jersey, District of Columbia, Pennsylvania, and 1 other state.

In this report, Nu Look Home Design has published a summary of the customer feedback they've received since they joined GuildQuality in July 2013. In that time, 5,617 out of 9,491 customers (59%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.