

# CUSTOMER FEEDBACK REPORT *for* Owings Brothers Contracting



## REVIEW

James S.  
Ellicott City, MD  
Feb 10, 2018



We were very pleased with the results of our kitchen remodeling project with Owings Bros. The team was very helpful and made sure that any issues or questions that we had were quickly addressed. The project was completed on schedule and there were no additional costs incurred. The end result is a beautiful kitchen!

*Comment from Owings Brothers Contracting*

We so appreciate your review and are glad you are pleased by the workmanship and the attentive service you experienced. Our goal is to make Raving Fans!

## REVIEW

Scott W.  
Columbia, MD  
Jan 29, 2018



Owings Brothers did a fantastic job on our kitchen remodel. They consistently went above and beyond in all of their work. We would highly recommend them to anyone looking to do work on their house!

*Comment from Owings Brothers Contracting*

Thank you so much for your kind words. Our desire is to create Raving Fans! We are so glad you are pleased with your recent remodel.

## REVIEW

Hillary C.  
Towson, MD  
Jan 10, 2018



I highly recommend Owings Brothers!

*Comment from Owings Brothers Contracting*

Thank you so much for the time you spent taking this review. We appreciate your feedback and so glad you love your newly remodeled space. ~ Owings Home Services

1912 Liberty Rd.  
Eldersburg , MD 21784  
(410) 781-7022  
[www.owingsbrothers.com](http://www.owingsbrothers.com)

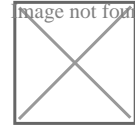
## GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Owings Brothers Contracting relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Owings Brothers Contracting in Baltimore, MD; Ellicott City, MD; Columbia, MD; Catonsville, MD; Towson, MD; Reisterstown, MD; Elkridge, MD; Sykesville, MD; Finksburg, MD; Eldersburg, MD; and 22 other cities in Maryland.

# Owings Brothers Contracting

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## REVIEW

Christopher B.  
Columbia, MD  
Dec 12, 2017



Since I am in a related business, I struggled picking a company for our re-model. I could not be more happy with OBC, the finished product is stunning and I have received several requests for "who did the job? " I have been happy and confident to point them to OBC.

Comment from Owings Brothers Contracting

Thank you Chris & Kerry for your kind words. We appreciate your taking the time to complete the survey, so that we can better service our customers. Have a Happy Holiday!

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## REVIEW

R.K.P.

Dayton,, MD

Oct 01, 2017



The quality of the workmanship for our project was excellent. Our foreman did a great job communicating with us to make sure we knew what was happening and if there were questions he needed answered. All workers were polite and professional. Unfortunately, the incorrect cabinets were ordered, which more than doubled the time needed to complete our kitchen. Being without a kitchen for an entire summer was challenging. The managers at Owings Brothers could improve their communication skills for better outcomes. Overall, we are very happy with the end product, it just took a long time to complete.

Comment from Owings Brothers Contracting

Thank you for your honest review. We are sorry that the error was made with the cabinet order and the consequential delay in completion. We are glad you felt the workmanship was excellent and communication was good with our foreman. We do hope that the enjoyment you receive from your new kitchen will outweigh any frustration you experienced. Thank you again for your review.

## REVIEW

Sandra W.

Balto, MD

Sep 11, 2017



They are very professional. They lived up and surpassed our expectations in all aspects of the job. From the beginning of the project to the completion they were always organized and very clean.

Comment from Owings Brothers Contracting

Thank you for your kind words. We desire to make Raving Fans, so we are thrilled you were pleased with the final product.

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## REVIEW

Scott H.  
Ellicott City, MD  
Aug 03, 2017



Excellent proposal, execution, timeliness, and communications along the way. Owings Brothers delivered for us on the tight timeline we faced with our renovation.

*Comment from Owings Brothers Contracting*

Thank you Scott & Brad for your great review!

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## REVIEW

Sam W.  
Catonsville, MD  
Jun 15, 2017



This is the third or fourth time we have used Owings Brothers Contracting and we continued to be pleased each time.

*Comment from Owings Brothers Contracting*

Thanks for coming back again and again Donna & Sam. We appreciate you!

## REVIEW

David V.  
Reisterstown, MD  
Jun 12, 2017



Our house is amazing thanks to Owings Brothers. It can be difficult to live through a messy construction project with children and pets and workers in your house, but Owings Brothers did a beautiful job! Owings kept everyone safe and as stress free as possible. We felt they cared as much about our family as we do.