

# CUSTOMER FEEDBACK REPORT *for* Prestige Home Solutions



## REVIEW

Rebecca R.  
Glen Burnie, MD  
Dec 12, 2017



We had our roof replaced by Prestige Home Solutions and we absolutely love the end result! The roof looks beautiful and the whole process was very simple. Our salesman was Will who is both very personable and very knowledgeable, he even spent some time talking to us about projects we may consider doing in the future which we greatly appreciate. We knew that our job would take two days to complete and both days the crew arrived on time and got straight to work, once complete each day they would clean up after themselves. We have had a great experience with this company and we hope to be able to use them again in the future!

3500 Boston St. #423  
Baltimore , MD 21224  
(443) 202-2436

## GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Prestige Home Solutions relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Prestige Home Solutions in Baltimore, MD; Columbia, MD; Laurel, MD; Parkville, MD; Rockville, MD; Severn, MD; Elkridge, MD; Washington, DC; Forest Hill, MD; Essex, MD; and 65 other cities in Maryland.

## REVIEW

Robert W.  
Reisterstown, MD  
Oct 28, 2016



I was very satisfied with their work.

## REVIEW

Wanda H.  
Baltimore, MD  
Oct 21, 2016



They did an excellent job.

## REVIEW

Bobby B.  
Randallstown, MD  
Oct 11, 2016



I was satisfied with the complete operation. It was done on a timely basis.

## REVIEW

Karen H.  
Sykesville, MD  
Oct 09, 2016



I liked everyone that was involved from the first person who set up our contract for our siding to the bank that made the financing to the actual contractors that replaced our siding. All people and companies I give the 5 stars for everyone.

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## REVIEW

Gary C.  
Woodbine, MD  
Jun 17, 2016



Prestige put in my new roof a few weeks ago, and the experience and final product were absolutely superb! The rep, Ivan, presented a good solid solution for my roof situation, and went directly to a real price for the job. Having sat through several presentations already, his was refreshingly realistic & doable. Even the financing was a piece of cake. The installation team led by Carlos, did a solid professional job with outstanding attention to detail, and an elegant solution to a persistent leak around my skylights. Several good hard rains, and a bone-dry ceiling (at last) have demonstrated the integrity of their work. I had an immediate sense of comfort working with these folks. Not only is this a very easy check to write, but I'm consulting with Prestige on some decks I'd like to have built. : )

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## REVIEW

Ronald W.  
Baltimore, MD  
Jun 14, 2016



They were completely professional and they exceeded all of my expectations.

## REVIEW

Kelly G.  
Taneytown, MD  
Jun 10, 2016



My roof was completed in one day. All of the trash, nails, and old roofing were picked up and removed. All of the staff I spoke with were very knowledgeable and nice to work with.

## REVIEW

Rema T.  
Cape St.Claire, MD  
Jun 08, 2016



Prestige did an excellent job all round, from initial presentation, to assistance with financing, easy scheduling, and excellent workmanship. I would happily recommend them for anyone's roofing needs.

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## REVIEW

Richard M.  
Annapolis, MD  
May 31, 2016



I thought their workmanship, and quality of material were excellent. The personnel on job were very friendly, and did great clean up. The follow up when I had questions after, was not good.

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## REVIEW

Jack H.  
Rockville, MD  
May 04, 2016



Rocky was an absolute professional. I truly appreciate his care and concern to the renovations in my house.

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## REVIEW

Clinton G.  
Baltimore, MD  
Apr 18, 2016



They could use more English speaking people, because the Spanish speaking people could not understand what I was trying to say or do. They should have someone there to let them know what is going on.

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## REVIEW

Patrick K.  
Pikesville, MD  
Apr 10, 2016



From the first phone call to the last, the entire Prestige crew was knowledgeable and professional. Answer all my questions when I ask. The new windows added new life to my home and energy efficiency.

## REVIEW

Candice P.  
Bowie, MD  
Apr 09, 2016



Great customer service and great craftsmanship. I was very pleased with their services.

## REVIEW

Jesse G.  
Baltimore, MD  
Apr 07, 2016



They did a great job on our roof. They were able to come out very quickly!

## REVIEW

Ryan L.  
Essex, MD  
Mar 28, 2016



They were very helpful and communicated clearly.

# CUSTOMER FEEDBACK REPORT *for* Prestige Home Solutions



## REVIEW

Jack K.  
Hanover, MD  
Mar 24, 2016



Great person and up front

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## REVIEW

Amanda W.  
Washington, DC  
Mar 24, 2016



I never received pictures that were a part of my package. I was hoping to verify that the work was done and see what shape my roof and gutters were in. Otherwise, everything was good.

Comment from Prestige Home Solutions

Ms. Welling, If you contact our office directly, they should have your photos on file.

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## REVIEW

Zoreen P.  
Middle River, MD  
Feb 12, 2016



They give great customer serve. It was the best experience in home improvement you could get. Very smooth transaction.

## REVIEW

Tracie K.  
Elkridge, MD  
Feb 10, 2016



Great job, super company!

## REVIEW

Ms B.  
Forestville, MD  
Dec 02, 2015



The president of the company was so professional and honest. He gave me his best price. He guaranteed his word. I am completely satisfied.

## REVIEW

Francis G.  
Forest Hill, MD  
Nov 04, 2015



Prestige was professional in every manner from start to finish. They kept the job site clean each and everyday, and communicated to me what they would do the following day. When everything was finished, my new deck looked exactly how I envisioned it would.

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**Prestige Home Solutions**



REVIEW

Charles S.  
Baltimore, MD  
Nov 02, 2015



Highly recommended, very happy with their service, great job!

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REVIEW

Robert C.  
Forest Hill, MD  
Nov 02, 2015



Came and completed the whole roof in a single day. Contained the waste, haven't found any tile material in the yard. Staff was courteous and helpful in discussing their work.

**GUILDMEMBER SINCE 2015**

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REVIEW

Lori J.  
Sykesville, MD  
Oct 21, 2015



If we were ever to need another roof we would come back to Prestige.

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REVIEW

Catherine M.  
Abingdon, MD  
Aug 27, 2015



I think that Prestige is a very friendly company to work with. They were fast, they sat down and took the time to listen to me. I felt that their work was done correctly timely manner. They did respond to any concerns that I had with positive solutions.