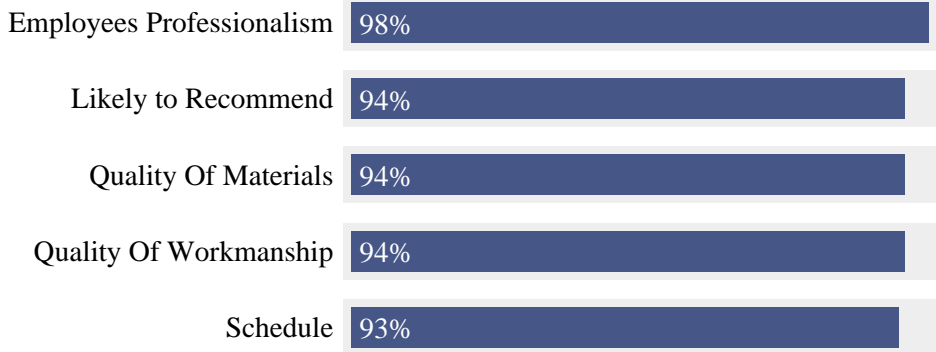


CUSTOMER FEEDBACK REPORT *for*  
Story Design & Construction, Inc.

## Customer Feedback Summary

Of 117 customers surveyed, 71 responded



## Recent Reviews & Published Comments

REVIEW  
LENORA E.  
PLACERVILLE, CA  
Jun 10, 2019  
★★★★★

Great team to work with!

REVIEW  
Jaime M.  
El Dorado Hills, CA  
Jan 10, 2019  
★★★★★

Scott and his crew did and excellent job to complete the repairs on my home due to Fire.

REVIEW  
Linda T.  
Sacramento, CA  
Dec 19, 2018  
★★★★★

They were all great people. I couldn't ask for a better contractor. They do terrific work and I am more than satisfied.

REVIEW  
Anna C.  
N Highlands, CA  
Dec 19, 2018  
★★★★★

They were all very wonderful. Overall, Story Design & Construction is a very good company and they have great people.

# Story



Design & Construction, Inc.  
www.storydesignandconstruction.com  
(916) 941-7759

2201 Francisco Drive,  
Suite 140-476  
El Dorado Hills , CA 95762  
(916) 941-7759

### GUILDMEMBER SINCE 2016

As a GuildQuality Guildmember, Story Design & Construction, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Story Design & Construction, Inc. in Sacramento, CA; Elk Grove, CA; Folsom, CA; Roseville, CA; Cameron Park, CA; Citrus Hts, CA; Oroville, CA; Rocklin, CA; Woodland, CA; Grass Valley, CA; and 38 other cities in California.

In this report, Story Design & Construction, Inc. has published a summary of the customer feedback they've received since they joined GuildQuality in July 2016. In that time, 71 out of 117 customers (61%) responded to a GuildQuality satisfaction survey, with the most recent response in December 2019.

CUSTOMER FEEDBACK REPORT *for*  
Story Design & Construction, Inc.

REVIEW

Mike T.  
Antelope, CA  
Dec 12, 2018



He went way beyond what he was supposed to do. He did a very good job.

REVIEW

Elizabeth R.  
Citrus Heights, CA  
Sep 29, 2018



All Scott Story seemed interested in was hurrying up and getting paid. When the work was not done properly the first time, he gave me a check to cover part of my deductible and to not say anything about it. When I tried to cash it, it bounced and cost me \$12.00 in fees! When the workers came out a second time to correct the problem, he told me I'd have to sign a document beforehand saying I will recommend the work before it even got started! I felt very pressured and would not recommend him to anyone.

REVIEW

Genette M.  
Citrus Hts, CA  
Mar 26, 2018



Scott and his crew went above and beyond with my Mom's house. I was really blessed when I got Story Design and Construction to rebuild my Mom's house!

REVIEW

Deborah S.  
Woodland, CA  
Mar 13, 2018



Story Design & Construction was able to help us out with a major repair to roof and deck in the middle of Winter when other contractors were very hard to find. The responsiveness was much appreciated!

REVIEW

Eugene A.  
Union City, CA  
Mar 07, 2018



I would recommend Story Design & Construction, Inc. to anyone. It was professionally done, it was fine quality work, and Scott Story is a good person to communicate with. I would certainly give the highest recommendation for him and the company.

Story



Design & Construction, Inc.  
www.storydesignandconstruction.com  
(916) 941-7759

2201 Francisco Drive,  
Suite 140-476  
El Dorado Hills, CA 95762  
(916) 941-7759

**GUILDMEMBER SINCE 2016**

As a GuildQuality Guildmember, Story Design & Construction, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Story Design & Construction, Inc. in Sacramento, CA; Elk Grove, CA; Folsom, CA; Roseville, CA; Cameron Park, CA; Citrus Hts, CA; Oroville, CA; Rocklin, CA; Woodland, CA; Grass Valley, CA; and 38 other cities in California.

In this report, Story Design & Construction, Inc. has published a summary of the customer feedback they've received since they joined GuildQuality in July 2016. In that time, 71 out of 117 customers (61%) responded to a GuildQuality satisfaction survey, with the most recent response in December 2019.

CUSTOMER FEEDBACK REPORT *for*  
Story Design & Construction, Inc.

Story



Design & Construction, Inc.  
www.storydesignandconstruction.com  
(916) 941-7759

REVIEW

John K.  
Rocklin, CA  
Nov 09, 2017



Scott was very helpful in getting my house repaired after some water damage.

REVIEW

Norman P.  
Nevada City, CA  
Jul 13, 2017



Very satisfied, very happy, a new tenant moved in and the lady who manages the property said she would like to move in it's so beautiful!

REVIEW

Lynda S.  
Penn Valley, CA  
May 09, 2017



I feel that they were quick and did an excellent job. There was no issues during the process. There was an issue after the work was completed but it didn't have to do with the work they did on the home. I would recommend them to a friend.

REVIEW

Arva J.  
Olympic Valley, CA  
Feb 20, 2017



They were extremely helpful to a little old lady in need.

REVIEW

Kristy R.  
Roseville, CA  
Oct 17, 2016



We were more than happy with the professionalism, promptness and quality of work we experienced with Story Design & Construction.

REVIEW

Joan C.  
Roseville, CA  
Aug 23, 2016



I was more than pleased with them.

COMMENT

Additional Comment  
Jul 14, 2016

Quality and speed of both service and repair. Any questions answered quickly. Customer satisfaction seemed very important, I would highly recommend them.

2201 Francisco Drive,  
Suite 140-476  
El Dorado Hills , CA 95762  
(916) 941-7759

**GUILDMEMBER SINCE 2016**

As a GuildQuality Guildmember, Story Design & Construction, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Story Design & Construction, Inc. in Sacramento, CA; Elk Grove, CA; Folsom, CA; Roseville, CA; Cameron Park, CA; Citrus Hts, CA; Oroville, CA; Rocklin, CA; Woodland, CA; Grass Valley, CA; and 38 other cities in California.

In this report, Story Design & Construction, Inc. has published a summary of the customer feedback they've received since they joined GuildQuality in July 2016. In that time, 71 out of 117 customers (61%) responded to a GuildQuality satisfaction survey, with the most recent response in December 2019.

CUSTOMER FEEDBACK REPORT *for*  
Story Design & Construction, Inc.

REVIEW  
Shankar P.  
Sacramento, CA  
Feb 12, 2016  
★★★★★

It was an easy and satisfactory work that involved multiple steps and the job when completed was good

REVIEW  
Cheryl C.  
Auburn, CA  
Dec 18, 2015  
★★★★★

Story Design & Construction got the work done in a timely manner. Overall, the construction is great. I love my new house.

REVIEW  
Cynthia W.  
Grass Valley, CA  
Dec 18, 2015  
★★★★★

I was very satisfied with how quickly they got it done.

REVIEW  
Francis G.  
Elk Grove, CA  
Nov 07, 2015  
★★★★★

Story Design and Construction does excellent work. Everyone who came to our home was friendly and responsive to our needs. Our kitchen is beautiful and we couldn't be more satisfied with the workmanship.



2201 Francisco Drive,  
Suite 140-476  
El Dorado Hills , CA 95762  
(916) 941-7759

**GUILDMEMBER SINCE 2016**

As a GuildQuality Guildmember, Story Design & Construction, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Story Design & Construction, Inc. in Sacramento, CA; Elk Grove, CA; Folsom, CA; Roseville, CA; Cameron Park, CA; Citrus Hts, CA; Oroville, CA; Rocklin, CA; Woodland, CA; Grass Valley, CA; and 38 other cities in California.

In this report, Story Design & Construction, Inc. has published a summary of the customer feedback they've received since they joined GuildQuality in July 2016. In that time, 71 out of 117 customers (61%) responded to a GuildQuality satisfaction survey, with the most recent response in December 2019.