

CUSTOMER FEEDBACK REPORT *for*
WINN Design+Build



Customer Feedback Summary

Of 154 customers surveyed, 101 responded



100 W. Jefferson Street
Falls Church, VA 22046
(703) 876-9696
www.WinnDesign.com

GUILDMEMBER SINCE 2010

As a GuildQuality Guildmember, WINN Design+Build relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of WINN Design+Build in Vienna, VA; Arlington, VA; Falls Church, VA; Mclean, VA; Annandale, VA; Alexandria, VA; Oakton, VA; Bethesda, MD; Potomac, MD; Fairfax, VA; and 8 other cities in Virginia and Washington.

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Recent Reviews & Published Comments

COMMENT

Additional Comment
Dec 06, 2019

The professionalism and the care exhibited by the whole team. Michael, Jen, Diego, Kamal, Sean - all of the WINN team members were fantastic to work with. The design concept was spot on for our needs and the delivery of the design is near perfect. Overall, we're thrilled with the final project.

WINN Design+Build



REVIEW

Morris J.
Arlington, VA
Dec 06, 2019
★★★★★

Michael and his team did an outstanding job on the renovation of our first floor. They took the time to get to know us and truly designed and built a space that perfectly matched our needs. We would definitely work with the WINN Design+Build team again and we would highly recommend them to anyone else considering a major renovation.

COMMENT

Additional Comment
Jul 30, 2019

Conrad is an invaluable resource and fantastic representative of Winn's values.

COMMENT

Additional Comment
Jan 24, 2019

Rarely have I worked with anyone as competent and responsive as Paul Walhout. I would send Paul an email about some small item or concern. He would typically not reply but when I would see him a few days later & ask if he got my message, he would always smile & say, "oh yes, it's done." And it was, every time.

COMMENT

Additional Comment
Jan 24, 2019

Creative design ideas that surprised & delighted me Easy-to-easy project management software/app (BuilderTrend) And although I hope never to need it, a 5-year warranty on the work completed (not seen with any other contractor)

REVIEW

C.R.G.
Oakton, VA
Jan 24, 2019
★★★★★

I cannot say enough about my experience with WINN. From the initial meeting with Michael to the final punch list, the project ran on-schedule, on-budget, and was high quality. This was a massive project for us; we remodeled ~60% of our 30-year-old home: kitchen, three bathrooms, floors, and so on. I enjoyed working with my team - they were highly competent, responsive, clear experts in their trade, and pleasant to boot. I was recommending WINN to friends & neighbors even before the project was complete.

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REVIEW

Markey C.
Alexandria, VA
Jan 08, 2019
★★★★★

Top to bottom, the Winn Design+Build staff worked as a team with us throughout the 6 month remodel process. We are thoroughly satisfied with the product and would recommend them with high regard.

COMMENT

Additional Comment
Oct 04, 2018

We were especially pleased with Paul W. and Sean D (Kamal was very nice as well). They were excellent to work with, listened to us, and are genuinely nice people. We also really enjoyed working with Jenn on the design elements - she is also a genuinely nice person and was very helpful with selections. Stan was very helpful and patient with us during the design phase, as we determined the scope of our job.

COMMENT

Additional Comment
Oct 04, 2018

They were very responsive about resolving issues that arose and working with us to find good outcomes to unforeseen issues (as you have on any remodel job). The quality of the workmanship was excellent.

COMMENT

Additional Comment
Oct 04, 2018

Our Project Manager was excellent, and a true craftsman. If we could give him a 5 we would.

REVIEW

Barsky D.
Arlington, VA
Oct 04, 2018
★★★★★

Excellent overall experience. Our project included a sunroom/two story addition to the house, and other exterior and interior renovations.

COMMENT

Additional Comment
Mar 07, 2018

the professional staff, the creative ideas and the quality work. What was really impressive was that every single staff member contributed to an idea to improve the house - not just Jen and Stan, but Paul and Sean and Michael. That is impressive and shows breath and dept of the skills sets of the team!

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COMMENT

Additional Comment
Nov 15, 2017

This is hard to say because so much has been good. The team has been great. Bob did a fantastic job on the design. I am particularly pleased with my two screened porches, the expanded kitchen/eating area, and the master bath.

REVIEW

Woodward M.
Vienna, VA
Nov 15, 2017



We are extremely pleased with our newly remodeled home. It is everything we had hoped it would be. The entire team was terrific to work with. This is not to say that there weren't occasional glitches, but every time that occurred they were dealt with appropriately. I particularly appreciate two things: First, one of the main reasons we decided to go with the modular approach to renovation is that I did not want my garden, which I've been working on for several decades, damaged. The team was very respectful of my garden. Of course there has been some damage immediately around the house, but that was to be expected and it has been minimized. I'm sure it helps that the project manager himself loves his own garden. And second, a key element driving the design is that we have an adult autistic son living with us. The team was very understanding and respectful of his needs, both in terms of design and of disruption to his life. And again, I imagine it helped that a key team member himself has an autistic child and, consequently, fully understands our son's needs. We highly recommend Winn Design Build.

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COMMENT
Additional Comment
Sep 19, 2017

I was most satisfied with the project lead, Paul Walhout. He was very experienced and absolutely outstanding. He was on point, capable, communicated every day with what he was doing. He was the best part of the whole experience. I think we came out on time because he hustled. He went above and beyond.

COMMENT
Additional Comment
Jun 02, 2017

Winn Design did very well in meeting initial challenges with permitting and solving design problems. In general, the quality of workmanship was excellent. Lead carpenter Diego Cabrera is highly skilled and a pleasure to work with. The painters were also excellent.

REVIEW
Williams D.
Bethesda, MD
Jan 17, 2017
★★★★★

Winn Design and Build did an incredible job renovating our kitchen/living and dining room area. The design they created for our remodel matched our existing architectural style perfectly. They gave amazing attention to detail and were incredibly responsive throughout the whole project. Everyone at this company, from the person answering the phone to the owners care and worked hard to make our renovation go smoothly. We could not have been more pleased with the end result. They also followed our budget carefully and immediately contacted us with any changes. We will definitely work with them again for future projects.

REVIEW
Zubler M.
Arlington, VA
Jan 03, 2017
★★★★★

We had a great experience with Winn. They were very organized and efficient, pleasant to work with, and they did a great job.

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REVIEW

Feeley D.
Falls Church, VA
Dec 29, 2016



Our project was the construction of an "in-law" house that included first floor living, a loft, and a full basement. The house had to fit the design of the main house, which was built during the Civil War. Additionally, the city required that the two houses be connected (i.e. breezeway). We came to Winn Design & Build after having worked several months with an architect who wasn't getting our vision of what we wanted in a home. After meeting once with the Winn team, we knew we had found our designer and builder. The team took the time to listen to our vision and needs and were always receptive to our ideas. Once construction started, Winn had two employees who were on-site every day; nothing happened without them knowing about it. We also had weekly meetings with the team; these meetings were invaluable in clarifying details, communicating timelines, and answering questions. The designer spent hours helping us select flooring, lights, plumbing fixtures, countertops, and cabinets; she was also very helpful in finding the best prices for the selections we made. All of the subcontractors were professional and their work was high quality. The construction was completed within the time that we were told, and we finished within budget. Winn uses an online project management program which was an invaluable tool for keeping track of timelines, documents, change orders, selections, and budget. Bottom line, we highly recommend Winn Design & Build - they are nice people who are very professional, creative, and competent.



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COMMENT

Additional Comment
Aug 27, 2016

See all of the above but in addition, Winn Design is run by a man who obviously cares about his people and the projects he undertakes, my wife and I felt this the moment we met him at a booth he was running at a builders exposition in Virginia. Michael Winn is responsible for the placement of excellent professionals under his management and the reason why this company excels; morale is high.

COMMENT

Additional Comment
Aug 27, 2016

Conrad Johnson was assigned to our project and this was our good fortune as he is one of the most skilled professional carpenters I have met. He was on the job from early in the morning to late afternoon and expected the same professional skills from all sub-contractors on the job. In addition, he was always friendly, kind, good natured and took obvious pleasure in his work. "This is going to look beautiful when it is completed" was his favorite quote and he was right.

REVIEW

B.S.B.
Arlington, VA
Aug 27, 2016
★★★★★

My wife and I took over six months vetting eight different builders but we always felt Winn Design would be our choice and our instincts were right and Michael Winn and his team delivered on all commitments. We now have a beautiful new kitchen, bath, bedroom addition and deck as well as upgrades in other areas with the job delivered to us two weeks earlier and right on the contract price that included several mutually agreed upon construction changes.

COMMENT

Additional Comment
May 03, 2016

Responsiveness and openness throughout the project. Having a sense of partnership/collaboration on getting issues resolved. The welcoming, positive atmosphere created by the team.

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REVIEW

Flom E.
Arlington, VA
May 03, 2016
★★★★★

The team was professional, positive, and responsive. They did a great job in making sure my project goals were accomplished. We are thrilled with our new space and our positive experience in working with the Winn team.

COMMENT

Additional Comment
Apr 26, 2016

Both Jen and Diego. We would love to work with both of them again if we should ever have another project! They both were courteous and professional. Diego is also great at what he does and we trust both of their expertise.

COMMENT

Additional Comment
Mar 07, 2016

Our lead carpenter assigned to the project, Diego, was polite, courteous, respectful and hardworking. The Design Team of Amy and Jennifer were outstanding.

COMMENT

Additional Comment
Mar 07, 2016

I would like to recognize Sean. He was without a doubt, the best project manager because of his customer service. If something was wrong he always made it right.

REVIEW

Julie M.
Clifton, VA
Mar 07, 2016
★★★★★

WINN Design+Build has the knowledge, experience and integrity to do the job right and to satisfy each and every customer.

COMMENT

Additional Comment
Feb 28, 2016

The design itself, all of the Winn crew and subcontractors, and the workmanship. Love it!!!

COMMENT

Additional Comment
Jan 09, 2015

Construction is hard. Remodeling construction is harder. Winn made it easy.

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