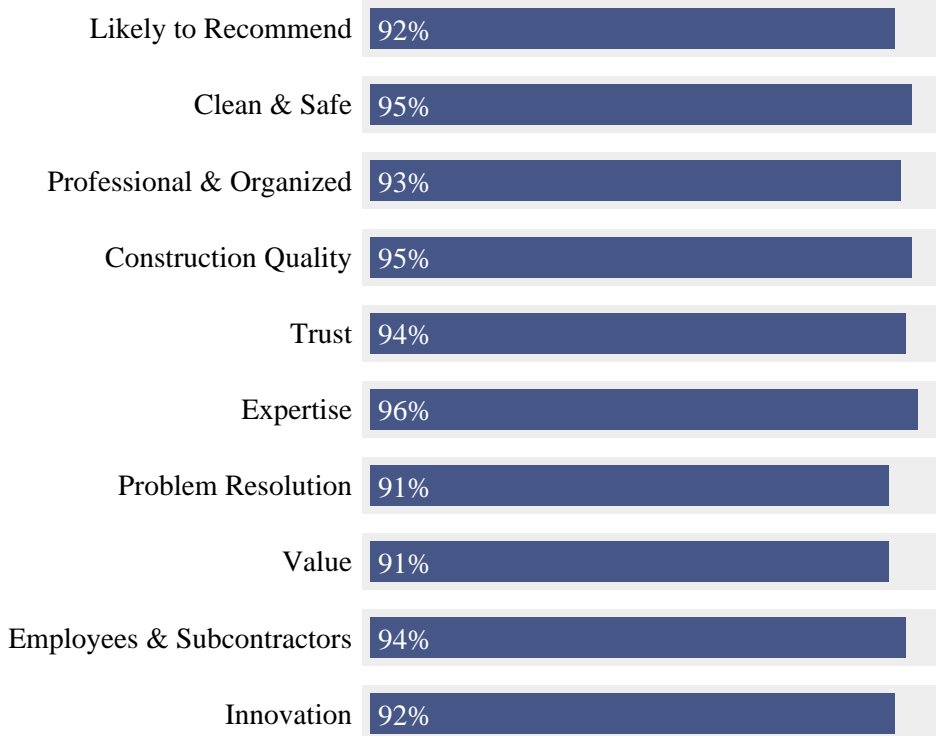


CUSTOMER FEEDBACK REPORT *for*
Blackdog Design Build Remodel



Customer Feedback Summary

Of 621 customers surveyed, 448 responded



7 Red Roof Lane, unit 1
Salem , NH 03079
(603) 898-0868
www.blackdogbuilders.com

GUILDMEMBER SINCE 2004

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Recent Reviews & Published Comments

REVIEW

Donald L.
Andover, MA
Aug 06, 2019



It was very good. We did get backed up a few times waiting on a few things. A couple of men got there late.

CUSTOMER FEEDBACK REPORT *for*
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REVIEW

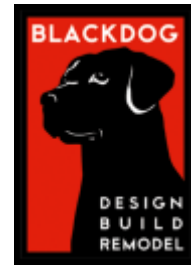
Ted B.
Chester, NH
Jun 05, 2019
★★★★★

I must admit, our home was built in 1727 and we had a different contractor start the remodel. For a number of reasons that did not work out. My wife and I contacted Blackdog, and from the first contact, through the design concept, the construction itself, to the last handshake upon completion of the project, it was a pleasure to deal with all we can in contact with including subcontractors for plumbing, electric, flooring and dry wall. We are stewards of this historic home, and Eric Hanson of Blackdog became an extension of our stewardship, caring for our home as through the remodel was his own. I was surprised by the fastidious approach to their work with no detail to minor. We highly recommend Blackdog. They are professional, polite, efficient, mindful of our budget and provided us an extremely high quality result.

REVIEW

Bob B.
Boxford, MA
Mar 18, 2019
★★★★★

We hired Black Dog to remodel our kitchen while we were living 1200 miles away. The team we worked with was very professional and trustworthy. They made the project easy for us and did an outstanding job.



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REVIEW

Barbara J.
Atkinson, NH
Mar 11, 2019



Our experience was less than stellar. We were repeat customers as our previous Black Dog experience was terrific. This time was much different. In addition to a delayed start, there were many unacceptable issues along the way from repeated incorrect materials ordered, questionable workmanship requiring multiple reworks and the final completion ran over by several months. Our frustration level was enormous throughout the project. However, we met with the owner and although he could not change that, he did add on a small project at no charge to help compensate and we appreciated that.

Comment from Blackdog Design Build Remodel

Barbara, you are completely correct. We underperformed on your project. While in the end you got a beautiful project we did not execute the project as smoothly as we should or could have and I apologize. Please know that we met as a team to review the challenges we had with your project and have implemented some changes in our processes to help make future projects run better. We appreciate your feedback.

REVIEW

John H.
Andover, MA
Feb 02, 2019



The people I engaged with were very professional! Eric Hanson is very caring about making everything work and also John Minor, they made everything work and they did a great job!

COMMENT

Additional Comment
Dec 12, 2018

They were great to work with and very reasonable. My wife and I are very happy.

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- COMMENT
Additional Comment
Dec 12, 2018
I would like to recognize John Myner and Cooper Richards went above and beyond.
- COMMENT
Additional Comment
Aug 07, 2018
Well done!
- COMMENT
Additional Comment
Aug 07, 2018
Raul was awesome. He worked hard, kept us informed and was clean and respectful of our home.
- COMMENT
Additional Comment
Aug 06, 2018
The team of Janice, Darren and Gavin were excellent.
- COMMENT
Additional Comment
Jul 31, 2018
John Miner is great at communicating what is going on and trouble-shooting unexpected issues. Jane Face is a great designer.
- COMMENT
Additional Comment
Jul 18, 2018
Cooper Richards, lead carpenter, was very easy to work with.
- COMMENT
Additional Comment
Jul 18, 2018
They were respectful, timely, communicative, careful, thorough, and did good work.
- COMMENT
Additional Comment
Jun 15, 2018
Thank you to all at Blackdog Builders including the receptionist who was always welcoming and made our contacts with service staff effortlessly.
- COMMENT
Additional Comment
Jun 15, 2018
Dan, Mike, Tim Joyce and of course Bill
- COMMENT
Additional Comment
Jun 15, 2018
How can I suggest anything when everything in the remodel is perfect
- COMMENT
Additional Comment
Jun 15, 2018
I can not think of anything. This is as good as it gets.

CUSTOMER FEEDBACK REPORT *for*
Blackdog Design Build Remodel



REVIEW

Jack F.
Tyngsboro, MA
Jun 15, 2018



The remodel of our kitchen exceeded our wildest dreams. It is a true work of art.

COMMENT

Additional Comment
Jun 07, 2018

Thanks for the great experience!

COMMENT

Additional Comment
Jun 07, 2018

Everybody at Blackdog was great to work with throughout the process. Jane Face gave us great options for design and worked within our schedule. Tim Williams was easy to communicate with and helpful throughout the process. And Joel Bedard was top notch. His craftsmanship and workmanship was second to none. His work was impeccable and he was great at putting the customer first and coming up with great design solutions on the fly. And Blackdog was very committed to meeting our timeline, knowing we were expecting a baby and wanted to project done before the baby arrived.

COMMENT

Additional Comment
May 29, 2018

Sabina did an excellent job keeping our design/build costs within the budget we set.

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REVIEW

Eric S.
Tyngsboro, MA
Apr 28, 2018



Final product turned out great but getting there was a chore. Schedule was three months, took 9 months. Many problems requiring reorders and redesigns.

Comment from Blackdog Design Build Remodel

On behalf of Blackdog, I want to extend my sincerest apologies for the negative experience you had during your project. We greatly appreciate the time you have taken to communicate the issues you encountered so that we can make adjustments to remedy any issues in the future. We are also glad that you find the final product to your liking and would like to remind you that we stand by our 3-Year Warranty and will attend to any issues as needed. If you have any questions about this issue, please contact us at 603-898-0868. And, on behalf of all of us, we are truly sorry! David Bryan

COMMENT

Additional Comment
Apr 19, 2018

Joel is great.

REVIEW

Donna S.
Andover, MA
Feb 04, 2018



We went to Black Dog looking for an alternative to the simple "replace what's been there". We ended up with a space that's far more functional than a simple replacement would ever have been. Working with Black Dog is most assuredly worth it.

REVIEW

William H.
Salem, NH
Jan 29, 2018



All BlackDog employees were professional and diligent in their work efforts. All subcontractors did an admirable job as well.

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COMMENT
Additional Comment
Jan 22, 2018

I would like to recognize Chris Peterson, lead carpenter, for his exceptional service. He did an amazing job.

COMMENT
Additional Comment
Jan 22, 2018

Everyone we work with was excellent and we would be happy to work with them again.

REVIEW
Ken M.
Milford, NH
Dec 13, 2017
★★★★★

They were right in line with the budget, they knew what they were talking about, they provided a product that was far more superior to what I wanted, and they kept what I wanted to spend in mind also.

COMMENT
Additional Comment
Nov 21, 2017

Sabina has an amazing architecture ability. Jeff is a perfectionist.

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