

111 Hanover Pike
Hampstead , MD 21074
(410) 356-7663
www.brothersservices.com

GUILDMEMBER SINCE 2012

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

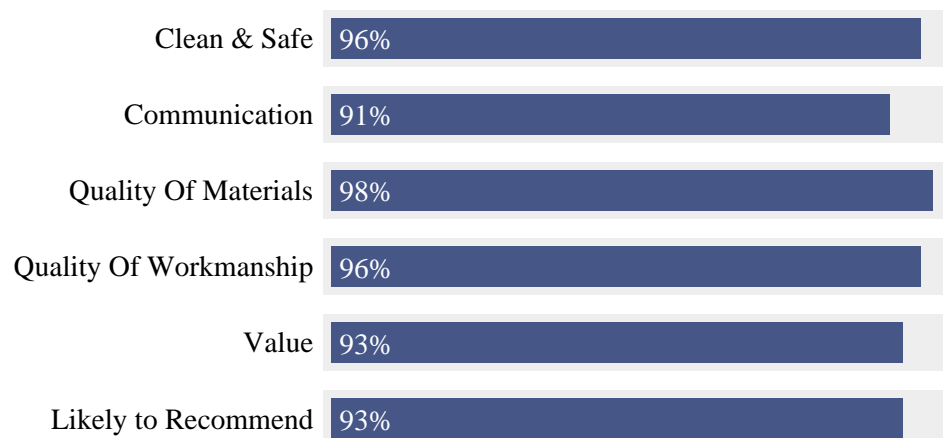
We have surveyed customers on behalf of Brothers Services Company in Baltimore, MD; Columbia, MD; Ellicott City, MD; Westminster, MD; Reisterstown, MD; Towson, MD; Owings Mills, MD; Lutherville, MD; Timonium, MD; Catonsville, MD; and 250 other cities in Maryland, Pennsylvania, Virginia and Ohio.

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Brothers Services Company

Customer Feedback Summary

Of 5,971 customers surveyed, 3,441 responded



Recent Reviews & Published Comments

REVIEW

Leigh G.
Baltimore, MD
Dec 05, 2019
★★★★★

The quality of the work is absolutely great.

REVIEW

B.W.J.
Crofton, MD
Dec 05, 2019
★★★★★

Everyone I spoke with, whenever I had a question answered me right away. The installers were very, very professional and very concerned that we were happy. They made sure everything was keep clean.

REVIEW

Myrick J.
Havre De Grace, MD
Dec 05, 2019
★★★★★

They did a fine job. They diagnosed and addressed the issue promptly.

REVIEW

Russell J.
Edgewood, MD
Dec 05, 2019
★★★★★

The sales representatives were outstanding.

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REVIEW

J.J.M.
Towson, MD
Dec 03, 2019



Jeff was an outstanding foreman on the job site.

REVIEW

Jay S.
Catonsville, MD
Dec 03, 2019



State of the art planning, communication, workmanship and professionalism from time of estimate to completion of roofing project !

REVIEW

Richard H.
Silver Spring, MD
Nov 26, 2019



very responsible and friendly crews for both our roof and gutter projects. Outstanding work that looks great !

REVIEW

M.H.M.
Bel Air, MD
Nov 22, 2019



From start to finish, a class act. We're completely satisfied with the results of our extensive renovations.

REVIEW

T.M.C.
Linthicum, MD
Nov 21, 2019



Brothers Services Company staff are friendly, professional, thorough and efficient. We recommend highly Brothers Services.

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REVIEW

J.C.J.
Ellicott City, MD
Oct 30, 2019



Best investment we have made in our home! We had windows, siding, and later attic insulation done by Brothers Services Company. A friend of my husband's at work recommended them after he used them for work at his home. They may be a little more expensive than other companies but their work is exceptional. The quality and details of their siding installation will not be matched by other companies. The windows are gorgeous. Minimal disruption. Solved every problem that came up. Came when they said they would. Worked quickly and got the jobs done. I highly recommend Brothers Services Company. You'll love the results.

REVIEW

Maryrose W.
Baltimore, MD
Oct 23, 2019



They found the problem with my flashing and they fixed it.

REVIEW

T.M.J.
Baltimore, MD
Sep 25, 2019



they're the best . their sales rep are just terrific

REVIEW

Elizabeth G.
Sykesville, MD
Sep 25, 2019



I am extremely happy with the job Brothers Services Company did, replacing and extending my front porch. I've received numerous compliments as to how nice it looks.

REVIEW

Arthur J.
Essex, MD
Sep 25, 2019



Brothers Services Company is a very reputable company and they stand behind their work.

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REVIEW

E.O.M.
Baltimore, MD
Sep 25, 2019



They got the job done super quick, within a week or two. They got it all done within a day.

REVIEW

L.S.D.
Severna Park, MD
Sep 23, 2019



Everyone was very caring and helpful. We stayed in our home during an extensive project which made life easier for our special needs child. We will begin here for our next project.

REVIEW

G.L.H.
Spring Grove, PA
Sep 23, 2019



the crew did their jobs efficiently and their workmanship was superb.

REVIEW

Carla F.
Baltimore, MD
Sep 23, 2019



My experience with Brothers was simply wonderful. They were kind, polite and respectful of my home. They did an excellent job of immediately resolving any issues I had at the completion of the work. What I loved most about them was they told me to "live" in the completed work for a few weeks and if I had problems call them and they would fix my problems. They were definitely true to their word. I highly recommend this company.

REVIEW

K.L.E.
Aberdeen, MD
Sep 23, 2019



I'm very happy with all the work Brothers did for us this summer. They showed up when they said they would and the work was done in the estimated time they provided. They made sure that I was getting exactly what I wanted with our new door. I feel like they went out of their way to make sure I was informed. We will definitely use them for all our other home improvement/repairs going forward.

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REVIEW

C.M.E.
Baltimore, MD
Sep 23, 2019



Contracted for both roof and gutter work. While the roof work appears fine, they broke the gutter while roofing and left us without back gutters for two weeks. Left roof downspout just hanging off roof. Came home after big rain storm to find the unsecured metal spout had shifted and was hanging off roof pointing directly back at house foundation. Basement was flooded. Not sure if roofing site manager ever let main office know about gutter being broken. But site manager was completely absent from job most of the day. He arrived much later than his crew. Told me he would check in after an 2 hours of their work, but never did. Guys worked until 9:30 at night, were roofing in the dark and site manager was nowhere to be found. Next day he told me he lwft at 6 pm because there was nothing for him to do. When he asked for the oayment as they were finishing, he did not tell me about the broken gutter. He called me later and left a message as we were leaving for vacation. Brothers seemed to have zero communication They did nothing to mitigate the broken gutter issue for two whole weeks and I had to come home to find water In my basement. Actual crews that did work were fine and quite friendly. Just the keadership that was disappointing and we picked them even though they were a little more expensive because of that supposed Brothers experience.

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REVIEW

J.P.L.
Edgewater, MD
Sep 04, 2019



I had multiple un-returned phone calls and emails from different project managers along with un-kept promises to call at certain times. They did not inform me of broken gutter guards or other hardware they broke while working on my house. They said they would come fix my gutters they dented, but never took initiative to fix them until I called about other issues I encountered with their work. I had to constantly double check work to ensure I received what I paid for. I was told the job was complete multiple times when it wasn't. 6 months after they said everything was complete, I found out they had not replaced rotten wood as they had promised. There obviously wasn't thorough oversight and management of the work. It came out quality in the end, but I had to make it happen. I found an inappropriate amount of nails, tar paper, and cigarette butts around my property. The foreman did not have a drop-cloth to put down under our skylight when the roof was being replaced. I had to find something to protect my property at his request. Once they understood how badly they messed up on my house, made worse by their unresponsiveness, they were more available and willing to resolve the issues I was having. But even then it took a lot of work on my part to get things complete. If I did recommend Brothers, I would be sure to note the questionably white-nationalist staff. Of the 3 white staff members I met, 1 had a confederate flag tattoo, and another had brietbart.com bookmarked on their computer.

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REVIEW

J.B.J.
Columbia, MD
Aug 29, 2019



We were extremely satisfied with Brothers Services Company. They were very reliable and we are very happy with everything.

REVIEW

Mike W.
Westminster, MD
Aug 29, 2019



The whole experience exceeded my expectations.

REVIEW

J.W.D.
Ellicott City, MD
Aug 28, 2019



I was impressed with the workmanship, and the staff's ability to communicate with me. My project manager was very accessible.

REVIEW

S.F.S.
Aberdeen, MD
Aug 23, 2019



They did a great job. I would definitely recommend them.

REVIEW

Marie E.
Forest Hill, MD
Aug 23, 2019



I am very happy with the services they provided, I would highly recommend them to anyone in need.

REVIEW

Dale D.
Sykesville, MD
Aug 20, 2019



They did quick, clean work.

REVIEW

Karen M.
Millersville, MD
Aug 20, 2019



Everything was excellent. I will be using them in the future.

CUSTOMER FEEDBACK REPORT *for*



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REVIEW

Jerry J.
Pasadena, MD
Aug 19, 2019
★★★★★

We were very happy with everything from start to finish. Everyone was friendly, knowledgeable, and they are good workers. We could not believe how good of a job they did.

REVIEW

Margaret G.
Nottingham, MD
Aug 19, 2019
★★★★★

I'm delighted with the work they did. It's wonderful.