

# Capizzi Home Improvement



1645 Santuit-Newtown Rd.  
Cotuit , MA 02635  
(508) 428-9518  
[www.capizzihome.com](http://www.capizzihome.com)

## **GUILDMEMBER SINCE 2012**

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

We have surveyed customers on behalf of Capizzi Home Improvement in Mashpee, MA; Centerville, MA; East Falmouth, MA; Sandwich, MA; Hyannis, MA; Cotuit, MA; Falmouth, MA; Marstons Mills, MA; Forestdale, MA; Brewster, MA; and 270 other cities in Massachusetts, California, New York, New Jersey, Florida, and 13 other states.

In this report, Capizzi Home Improvement has published a summary of the customer feedback they've received since they joined GuildQuality in January 2012. In that time, 863 out of 1,432 customers (60%) responded to a GuildQuality satisfaction survey, with the most recent response in December 2019.

### COMMENT

Additional Comment  
Apr 09, 2019

I am extremely happy with everyone and their work and how nice they were.

### COMMENT

Additional Comment  
Mar 13, 2019

They finished when they were supposed to. They did a very good and professional job.

### COMMENT

Additional Comment  
Mar 07, 2019

I was most satisfied with the overall construction trades that came in. They were very cooperative, friendly, had a lot of knowledge & expertise.

### COMMENT

Additional Comment  
Mar 05, 2019

Capizzi put an addition on my home and did other interior work. Next they put in a new kitchen. Excellent work and any problems were quickly resolved. I just had them install a new roof. The crew was fast and efficient. Great work!

### COMMENT

Additional Comment  
Feb 08, 2019

In this era of contractor horror stories, of which I have a few, Capizzi was a pleasure to work with.

### COMMENT

Additional Comment  
Dec 07, 2018

They are the most professional, prompt, and satisfying work we have ever seen done, home improvement wise in a very, very, long time.

### COMMENT

Additional Comment  
Dec 07, 2018

I was most satisfied with the professionalism and the quality of the work done. It is impeccable what they do.

### COMMENT

Additional Comment  
Dec 06, 2018

Capizzi employees get the jobs done and they make sure it is done right!.

### COMMENT

Additional Comment  
Dec 06, 2018

Been with Capizzi for over 20 years! Thanks for everything.

### COMMENT

Additional Comment  
Oct 29, 2018

They were timely and dedicated to keeping the schedule. They stayed at the job and got it done at the specific time.

### COMMENT

Additional Comment  
Oct 12, 2018

I am most satisfied with the timeliness and how quick they were. They were a month early. They are diligent as well.

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### COMMENT

Additional Comment  
Oct 12, 2018

Capizzi is terrific and I am very pleased.

### COMMENT

Additional Comment  
Sep 19, 2018

The job we wanted was done with exceptional attention to quality and care for our wishes, and the result was better than we imagined it could be .... same experience we had with a major Capizzi project in 2012.

### COMMENT

Additional Comment  
Sep 19, 2018

As a single woman, I am often wary of workers in my home. Bob Asselin immediately put me at ease. He is respectful of my space, keeps the work area clean, is kind and professional, and makes me feel safe. He treats me like family.

### COMMENT

Additional Comment  
Sep 19, 2018

Ray, who installed our skylight, is a very skilled craftsman who clearly takes pride in what he does. We were very pleased with the whole process and the end result was a very attractive skylight.

### COMMENT

Additional Comment  
Aug 08, 2018

It was a job very well done. We will definitely use them again.

### COMMENT

Additional Comment  
Aug 07, 2018

Quality of workmanship was great! Once work started, it was completed quickly and professionally. Both of the men on the crew (Bob and Dave) were courteous and pleasant throughout the duration of the job. They were diligent in cleaning up the yard each day.

### COMMENT

Additional Comment  
Jul 07, 2018

I was most satisfied with their organization and professionalism. They got it done ahead of time.

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### COMMENT

Additional Comment  
Jul 05, 2018

I've hired many different contractors over the last 20 years and I've had a few very bad experiences. Capizzi was BY FAR the best experience I've ever had with a contractor from beginning to end. I liked that they had a Sample Contract, Liability Insurance, Contractors License and CSL license information readily available. I've learned [the hard way] that these items are VERY important to see before hiring a contractor.

### COMMENT

Additional Comment  
May 18, 2018

Everyone we have worked with at Capizzi has been knowledgeable, courteous, and friendly. We have been happy with all the work that has been done by Capizzi and like the fact that you come back in a year to make sure everything is ok.

### COMMENT

Additional Comment  
Mar 28, 2018

The construction work went very good. No wasted time. Nobody standing around looking.

### COMMENT

Additional Comment  
Feb 16, 2018

very professional from the first phone call..... and would make sure they are the first call I make again.....and I must say I felt the treatment I received would not have been any different weather the job was big or small.... something that I haven't received with other contractors in the past.....keep up the high level of standards... it shows !!!!!

### COMMENT

Additional Comment  
Jan 23, 2018

Roland was awesome and kept in touch with me throughout the process. Bob and Dave (worksite crew) were incredible and are welcome at my home any time!

### COMMENT

Additional Comment  
Jan 22, 2018

Can't say enough how good the quality of workmanship was - and I'm picky!

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### COMMENT

Additional Comment  
Nov 04, 2017

There were so many great guys. The people that did the tile were excellent. The whole crew really was exceptional at their service.

### COMMENT

Additional Comment  
Oct 13, 2017

The professionalism of the staff was fantastic. Betsy and Roland were awesome and patient guiding us through the design process. We couldn't have been happier with them. The end product is amazing! The stairs look they belong there and like they were always there. You would never know the ugliness that was there prior to your work!

### COMMENT

Additional Comment  
Sep 03, 2017

The work done by Matt during the installation was impeccable. He was very knowledgeable and helpful during the entire process.

### COMMENT

Additional Comment  
Sep 02, 2017

Matt Roux was your on site contractor, he did an excellent job, very professional, neat, a first class craftsman and a gentleman. You are lucky to have a man of his caliber on your staff. Tony Pola is another very professional, polite and knowledgeable person.

### COMMENT

Additional Comment  
Aug 22, 2017

The guy that did the chimney work on our house was very knowledgeable and very professional. He just was on time and put in a good day's work. Even his helper, they were very professional and clean. They were a good group of guys.

### COMMENT

Additional Comment  
Aug 14, 2017

The fellow that did the work, Matt, was absolutely fabulous. He was a precision craftsman. I really admired his work. To that extent, I think Matt's work was absolutely perfect.