

CUSTOMER FEEDBACK REPORT *for*
Colonial Remodeling

Customer Feedback Summary

Of 871 customers surveyed, 401 responded



Recent Reviews & Published Comments

COMMENT

Additional Comment
Jan 14, 2019

From the minute we met Chas, we knew that Colonial was unlike anyone else. He was knowledgeable far beyond any of the other four companies we talked to before an easy decision to use Colonial. Furthermore, we weren't absolutely sure on what we wanted but Chas knew what we wanted because he really listened...

REVIEW

Steve T.
Herndon, VA
Jul 06, 2018



Colonial remodeling replaced the siding on my home with HARDIEPLANK® lap siding and I couldn't be more satisfied with the quality and appearance of the materials. Colonial crew were professional, friendly & courteous and kept the work site as neat as possible for such a large job. The workmanship...



11350 Random Hills Road
Suite 800
Fairfax , VA 22030
(703) 534-0800

GUILDMEMBER SINCE 2011

As a GuildQuality Guildmember, Colonial Remodeling relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Colonial Remodeling in Reston, VA; Herndon, VA; Manassas, VA; Vienna, VA; Chantilly, VA; Mclean, VA; Woodbridge, VA; Oakton, VA; Ijamsville, MD; Fairfax, VA; and 92 other cities in Maryland, Virginia, Pennsylvania, District of Columbia, Delaware, and 3 other states.

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REVIEW

Nick N.
Washington, DC
Apr 01, 2018



Colonial Remodeling brought unmatched knowledge and expertise to a complex project at our small multi-family home. The company that built our home did a terrible job installing our siding, resulting in constant leaks that could only be repaired by tearing off the siding and starting over. Colonial Remodeling...

REVIEW

Torrin .
Bowie, MD
Mar 27, 2018



I had one problem and that was the installers put the exhaust top down too tight which caused a backdraft of carbon dioxide into the house. I do not feel like they took it seriously when I reported it or that I received the empathy I was expecting from them.

REVIEW

Clarence G.
Manassas, VA
Mar 21, 2018



Ken was kind and courteous. He was great at staying in contact with us and keeping us informed.

REVIEW

Benjamin J.
Upper Marlboro, MD
Mar 07, 2018



They were very professional and we have recommend them to 7 different families already. The communication is timely and the follow up was exceptional.

REVIEW

Kenneth R.
Upper Marlboro, MD
Mar 05, 2018



They came to me because they saw damage. I agreed to allow them to pursue what they saw. I welcomed them to evaluate my roof and perform their work. I am very pleased with them.

REVIEW

Julie F.
Centreville, VA
Feb 27, 2018



We were very pleased with our service with Colonial Remodeling. Our salesperson, Ken, was always very responsive and helpful. He even got up on the roof himself to check on things and when we noticed more nails in the yard he personally swept our yard with a magnet to make sure it was safe for our...



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REVIEW

Robert S.
Mineral, VA
Feb 16, 2018



We were glad we chose Colonial Remodeling to replace our roof which was hail damaged. The salesman was professional, efficient, helpful, and cordial. The work crew did an outstanding job replacing a steep roof and two out buildings. They worked steadily and completely cleaned up every old shingle,...

REVIEW

Van H.
Centreville, VA
Feb 15, 2018



Dinkel Ken knew what you need and take care the jobs from A to Z.

REVIEW

Lisa F.
Manassas, VA
Jan 29, 2018



I liked that they were local Company and accountable. The staff explained everything to me every step of the way and Chaz was always available.

COMMENT

Additional Comment
Jan 29, 2018

Adam patiently made multiple revisions to the proposal to get the project within my budget while covering the scope of work. Colonial was willing to install windows that I supplied. Other companies were not willing to consider this.

REVIEW

Terry H.
Stafford, VA
Jan 23, 2018



They haven't finished the painting or installed the gutters or downspouts or replaced the drip guard the siding crew knocked down while replacing the trim yet keep sending bills telling me I'm past due. They left piles of debris in the yard the whole time. Left the dumpster in my driveway for a week...

REVIEW

Glenn K.
Stafford, VA
Jan 22, 2018



Always on time and explained everything that would occur during every phase of construction.



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REVIEW

Ellen F.
Washington, DC
Jan 21, 2018



Michael Shannon's work was wonderful. I would be delighted to work with him again--something one doesn't often say at the end of a long remodeling job!

REVIEW

Jonathan H.
Centreville, VA
Jan 19, 2018



Fantastic work guys! Job well done!

REVIEW

Thomas R.
Reston, VA
Jan 18, 2018



We found the Colonial team from sales to our project manager to the install crew to be first-rate. Our Hardie plank siding looks great and the attention to detail is noticeable. We had another contractor completely botch the installation of Hardie several years ago and so were very cautious and selective....

REVIEW

Marie H.
Fairfax, VA
Jan 17, 2018



They resolved any problems I had to my satisfaction. They were diligent in doing that.

COMMENT

Additional Comment
Dec 07, 2017

Chris Bundy provided excellent service, communication, and follow-up.

REVIEW

James B.
Silver Spring, MD
Dec 07, 2017



Excellent and timely roof replacement.

REVIEW

Dung H.
South Riding, VA
Nov 27, 2017



Mr. Ken Dinkel is a pleasure to work with. He's very professional from beginning to end, always a phone call or a text away from any questions. I'd strongly recommend him and his work ethics. Thank you for a great job.



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COMMENT

Additional Comment
Nov 21, 2017

Very efficient and professional in all aspects of communication and work. Labor teams worked according to schedule and completed the project without issue.

REVIEW

Robert S.
Stafford, VA
Nov 21, 2017



Very happy with all work Colonial Remodeling did.

REVIEW

Jo V.
stafford, VA
Jul 11, 2017



The entire crew did a professional job.

REVIEW

Helena G.
Manassas, VA
Jul 05, 2017



They worked very well with our insurance policy to get the full coverage for our roof. They were very professional and I am satisfied with the process and the end product.

REVIEW

Jamie C.
Chevy Chase, MD
Jul 04, 2017



Do not hesitate to use Colonial Remodeling for your James Hardy Siding installation. We couldn't have been happier! Ask for Michael Shannon.

REVIEW

Chris H.
Chantilly, VA
Jun 12, 2017



I was very impressed with Ken Dinkel, the salesperson and project manager, and he did a great job. They got everything done very quickly. We were having some other work done on the house, and I needed this done first. He had it done several days before I needed it done. I noticed something was wrong...

REVIEW

Ligia G.
Woodbridge, VA
May 02, 2017



I thought the salesperson and managers that I talked to were very responsive, courteous, and professional. I enjoyed working with them.



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REVIEW

George N.
Chantilly, VA
Apr 17, 2017
★★★★★

Ken Dinkel was very professional, walked us through our entire roofing project, and happily answered all of questions. He communicated with us during the duration of the project and ensured we knew what to expect each day. Most importantly, he worked closely with our insurance company to ensure we received...

REVIEW

Steven G.
Chantilly, VA
Apr 08, 2017
★★★★★

Ken Dinkel is a great contractor to work with and resolved all our issues. Made working with our insurance company straight forward and helped us resolve outstanding questions.



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