



CUSTOMER FEEDBACK REPORT *for* Payne & Payne Renovations and Design

REVIEW

Annie C.
Pepper Pike , OH
Sep 24, 2020



The construction was on-time,on budget and without drama.

REVIEW

Jim G.
Chagrin Falls, OH
Jun 03, 2020



Payne and Payne did an excellent job. They thoroughly met and often exceeded my expectations. The entire staff are truly professional and acted in my best interest the entire project. I would highly recommend Payne and Payne for any renovation project.

REVIEW

Greg H.
Chardon, OH
May 16, 2020



I am satisfied with everyone from Payne & Payne Renovations except for the painters. They were pathetic and sloppy. For a high-end renovation, I was not happy with them. The initial contact and demo people were great.

REVIEW

Latricia J.
Novelty, OH
Apr 11, 2020



My husband and I are pleased with the quality of service during our renovation. We love using our sunroom and redesigned mudroom.

COMMENT

Additional Comment
Feb 25, 2020

High quality and great communication.

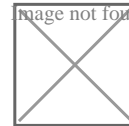
10680 Cedar Road
Chesterland , OH 44026
(440) 286-9758

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Payne & Payne Renovations and Design relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Payne & Payne Renovations and Design in Chardon, OH; Chagrin Falls, OH; Kirtland, OH; Aurora, OH; Chesterland, OH; Hudson, OH; Shaker Heights, OH; Solon, OH; Moreland Hills, OH; Cleveland Heights, OH; and 26 other cities in Ohio.

In this report, Payne & Payne Renovations and Design has published a summary of the customer feedback they've received since they joined GuildQuality in July 2018. In that time, 40 out of 75 customers (53%) responded to a GuildQuality satisfaction survey, with the most recent response in February 2021.



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REVIEW

M.J.A.
Hudson, OH
Jan 30, 2020
★★★★★

Having had some bad experiences in the past, I was prepared for disappointments and frustrations with this project. There were *none*. Payne & Payne were exceptional in every single way; I am absolutely delighted that we decided to work with them. Our project was not at the most expensive end of the spectrum, but we received such outstanding customer service from beginning to end that you'd think we had hired them for a multi-million dollar job. It's been several months since the project was completed, and my wife and I continue to marvel at the quality of the work. We could not be happier with the experience or with the end result. We've been recommending Payne & Payne to everyone, and we will certainly hire them again if we decide to do more work on our house. Just outstanding.

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COMMENT

Additional Comment
Jan 27, 2020

We love our house!! Thank you to Payne and Payne Renovations for the amazing work. It was a project that was fun to do unlike other renovations that we have gone through.

COMMENT

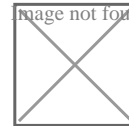
Additional Comment
Jan 27, 2020

Team was fabulous.

COMMENT

Additional Comment
Jan 27, 2020

They were professional and we have an appreciation for their process. We were impatient to start, but truly appreciate the design phase now that we have seen the entire life cycle of a renovation project with Payne and Payne.



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COMMENT
Additional Comment
Jan 20, 2020

We hear many stories (involving other contractors) about projects not going according to schedule. Payne and Payne was meticulous about being on schedule and communicated very well about even tiny changes.

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COMMENT
Additional Comment
Jan 20, 2020

There were surprises, but they were structural, not the fault of Payne and Payne. The company was exceptionally good about communicating cost expectations as well as options.

COMMENT
Additional Comment
Jan 20, 2020

Exceptionally so!

COMMENT
Additional Comment
Jan 20, 2020

Almost everyone was wonderful! The only time we had a concern it was rapidly addressed.

COMMENT
Additional Comment
Jan 20, 2020

Communication about what to expect as the project unfolded was wonderful and helpful. Communication about pricing and options was excellent, and the extremely precise compliance with the detailed schedule throughout the project was amazing. In all, they said what they would do and did exactly what they said.

COMMENT
Additional Comment
Jan 20, 2020

Already have, several times.

REVIEW
David L.
Mayfield Village, OH
Jan 20, 2020
★★★★★

This company is amazing, and I would recommend them to anyone planning a project. They are easy to work with, communicate well, keep the workspace clean, and everything was of excellent quality and workmanship. The designer created exactly the space we were looking for, and the craftsmen made it happen!



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REVIEW

Mark R.
Chagrin Falls, OH
Jan 17, 2020
★★★★★

Friendly and Professional all at once! You know their process is awesome when you don't want the renovations to end. Expertise in developing and executing a vision.

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REVIEW

Dave A.
Chardon, OH
Sep 07, 2019
★★★★★

We love our kitchen. Payne and Payne has been great to work with Would use them again and recommend them to friends.

GUILDMEMBER SINCE 2018

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REVIEW

Eric W.
Chardon, OH
Sep 04, 2019
★★★★★

Highly recommend Payne & Payne for their services. Great service, customer service, and design capability.

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REVIEW

Aaron L.
Morelandhills, OH
Aug 20, 2019
★★★★★

I had a great experience with Payne and Payne. They took on a difficult project that 3 other contractors wouldn't even give me a bid on. The were professional and easy to work with. They even stayed within budget with a difficult project.

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REVIEW

P.S.J.
Gates Mills, OH
Jan 25, 2019
★★★★★

They are extremely professional and we loved the outcome of the project.