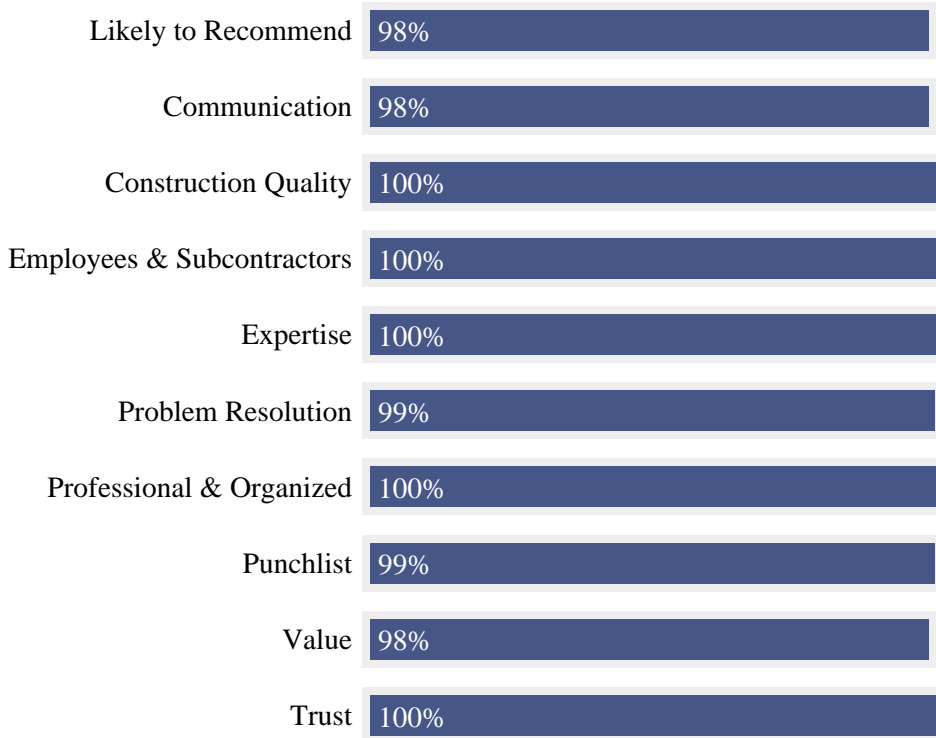


CUSTOMER FEEDBACK REPORT *for*  
**Criner Remodeling**



## Customer Feedback Summary

Of 217 customers surveyed, 202 responded



11836 Fishing Point Dr.  
Suite 100  
Newport News , VA 23606  
(757) 868-6200  
[www.crinerremodeling.com](http://www.crinerremodeling.com)

### GUILDMEMBER SINCE 2010

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

We have surveyed customers on behalf of Criner Remodeling in Yorktown, VA; Newport News, VA; Hampton, VA; Poquoson, VA; Williamsburg, VA; Seaford, VA; York, VA; and Hampont, VA.

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## Recent Reviews & Published Comments

### REVIEW

Heather W.  
Newport News, VA  
Apr 10, 2019



They are the best! We don't call anyone else. It's not worth it!

Comment from Criner Remodeling

Thank you so much for your generous review and for choosing us once again for your home remodeling needs. It's always a pleasure working with you.

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COMMENT

Additional Comment  
Apr 10, 2019

They are the only ones I choose. There is no competition. The people are so great and the job gets done so well. Between the people and the work, there is nobody else!

REVIEW

Tracee R.  
Yorktown, VA  
Feb 06, 2019



I would definitely work with Criner again due to their professionalism, thoroughness, and QUALITY!

*Comment from Criner Remodeling*

Thank you very much for your kind review. We are happy that you are pleased with your new home addition!

REVIEW

Dale W.  
Yorktown, VA  
Jan 25, 2019



Criner Remodeling was great and listened to all of our concerns. They never left the site to go and start other projects. They stayed until they finished our project which made the project final that much closer. Our project took about 6 weeks and we are very pleased.

*Comment from Criner Remodeling*

Thank you very much for your kind review. We are so glad you're happy with your remodeling project, and it was our pleasure working with you.

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REVIEW  
Chris S.  
Yorktown, VA  
Dec 22, 2018  
★★★★★

Quality...craftsmanship, communication, and service. I was concerned the size of our project would prevent us from changing directions or contractors. The Criner staff, especially Ben Rooker, alleviated much of our concern by keeping us updated and asking questions...we definitely felt involved in...

Comment from Criner Remodeling

You are so welcome! Thanks for taking the time to write your review. We appreciate it!

COMMENT  
Additional Comment  
Oct 06, 2018

We have worked with Robert Criner and his team numerous times over more than 20 years. His company has always delivered superior products and services!

COMMENT  
Additional Comment  
Sep 25, 2018

He can get the job completed to my satisfaction.

COMMENT  
Additional Comment  
Aug 23, 2018

Would highly recommend Criner Remodeling to anyone considering a home remodeling project.

REVIEW  
Ed M.  
Newport News, VA  
Aug 22, 2018  
★★★★★

The design team at Criner Remodeling listened to our ideas and wishes for the remodeled space and presented several designs for review with several pricing options. We asked for a complicated mechanical installation and their subcontractors designed the perfect solution. We are thrilled with the results....

Comment from Criner Remodeling

Thank you so much! We appreciate the opportunity to work with you and are thrilled that you are happy with the results.

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REVIEW

Matt H.  
Poquoson, VA  
Jul 26, 2018



Have used Criner on a number of projects and have always been satisfied with their work.

Comment from Criner Remodeling

We are pleased you've chosen us for your home remodeling over the years. Thank you!

REVIEW

Robert W.  
Yorktown, VA  
Jun 28, 2018



We are very happy with each area of the project. The performance of your employees was excellent, very proficient.

Comment from Criner Remodeling

Thanks so much for your review! We are so pleased that you are happy with the results!

REVIEW

Richard V.  
Poquoson, VA  
May 08, 2018



We had a very large project completed in 2011 by Criner Remodeling and a much smaller one completed in February 2018. We were very satisfied both times and are currently in the design phase for a third project.

Comment from Criner Remodeling

We are very pleased to have helped you with not only one, but three remodeling projects on your home! Thank you for the opportunities.

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REVIEW

William T.  
Yorktown, VA  
May 02, 2018  
★★★★★

We chose Criner from having experience with them in other projects they have done for us. We have been very pleased with their workmen and craftsmanship.

Comment from Criner Remodeling

Thank you very much for your complimentary review! We really appreciate your kind comments and continued patronage.

COMMENT

Additional Comment  
May 02, 2018

Our first experience with Criner was in 2009. At that time we were impressed by their knowledge, skills, quality of work, and pride in their accomplishments. They did another project for us in 2015. These experiences gave us a solid feeling of trust. We felt everyone we worked with had a good combination...

REVIEW

I.C.C.  
Hampton, VA  
Apr 23, 2018  
★★★★★

Criner Remodeling was wonderful to work with! They actually finished earlier than anticipated, yet the work was not compromised at all. The workers were professional and courteous. Follow up after the work was completed was timely. The quality of work is great.

Comment from Criner Remodeling

Thank you so much for your favorable review! We so appreciate you taking the time to submit your kind comments!

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REVIEW

Mike S.  
Yorktown, VA  
Mar 28, 2018



Outstanding remodeling company. You can bargain shop or you can get the remodel you want. Call Criner and get it done right.

Comment from Criner Remodeling

We really appreciate you taking the time to review us. Thank you so much!

REVIEW

Roccie L.  
Newport News, VA  
Mar 20, 2018



The Criner Remodeling Team worked well with our family and they were very professional at all times.

Comment from Criner Remodeling

Thank you so much for your review. We really appreciate it!

REVIEW

Greg B.  
Newport News, VA  
Jan 13, 2018



Very pleased with Criner Remodeling, will absolutely look to them for future projects. Professional, courteous.. the best!

Comment from Criner Remodeling

Thank you so much for your favorable comments. We really appreciate it!

REVIEW

Stewart H.  
Poquoson, VA  
Oct 09, 2017



Outstanding remodeling contractor! The lead carpenter did an outstanding job of keeping the customer informed. I would recommend them to anybody.

Comment from Criner Remodeling

Thank you so much for your favorable comments. We really appreciate it!

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REVIEW

Robert W.  
Yorktown, VA  
Aug 01, 2017  
★★★★★

We are very happy for each area of the project. The performance of your employees was excellent, very proficient.

REVIEW

Richard P.  
Yorktown, VA  
Jun 24, 2017  
★★★★★

We have always had a good experience working with Criner Remodeling. They are knowledgeable, easy to talk to, and have a very high work ethic. They have very creative ideas and the final project always looks spectacular.

REVIEW

Martha O.  
Yorktown, VA  
Jun 23, 2017  
★★★★★

I would recommend Criner for any work you have at your home. They are very professional and courteous and a great company to work with.

REVIEW

Mary W.  
Hampton, VA  
Jun 17, 2017  
★★★★★

Criner craftsmen are courteous and handle themselves professionally. The quality of work is excellent.

REVIEW

Lee K.  
Yorktown, VA  
Apr 28, 2017  
★★★★★

Criner is more expensive than the competition but the quality of work and the fact they always have a supervisor on sight for their subs make it cost effective.

REVIEW

Scott W.  
Newport News, VA  
Mar 07, 2017  
★★★★★

Don't call anybody else! Just call Criner!

REVIEW

Jacqueline S.  
Newport News, VA  
Feb 10, 2017  
★★★★★

I was extremely impressed by them.

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REVIEW

N.O.M.  
Newport News, VA  
Feb 10, 2017



Criner Remodeling is one of the best contractors I have ever worked with!

REVIEW

Truman W.  
Yorktown, VA  
Feb 07, 2017



This is the second project Criner Remodeling completed for us and we were !00% satisfied with the results.

REVIEW

Robert G.  
Yorktown, VA  
Dec 20, 2016



This was our second experience with Criner Remodeling covering many different areas of the house. That probably should be an indicator on its own. An intelligently conceived process executed by totally competent and motivated people leads to end results that are both expected and rewarding at the same...

REVIEW

Donald N.  
Hampton, VA  
Sep 29, 2016



Criner Remodeling was professional in their completion of my project. They pay close attention to detail. The staff is courteous and friendly. I never had to worry about them being in our home. The work site was kept as clean as possible. I am very satisfied with the work done by Criner Remodeling.

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