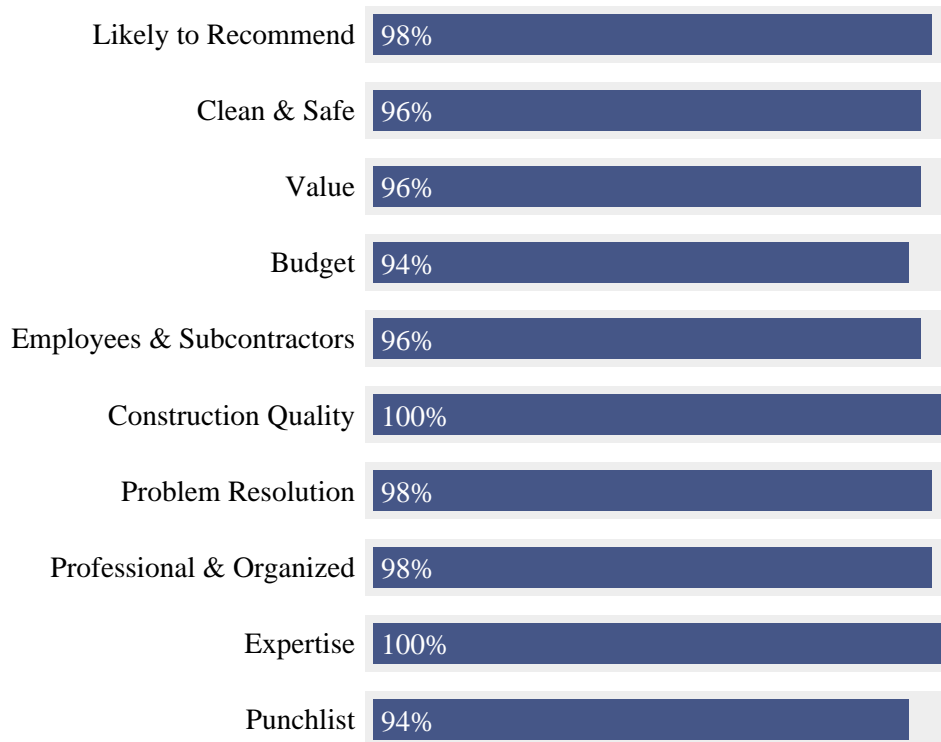


Fine Remodel

Customer Feedback Summary

Of 83 customers surveyed, 57 responded



1533 E Murray Holladay Rd
Millcreek , UT 84117
(801) 562-8995
FineRemodelUtah.com

GUILDMEMBER SINCE 2012

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

We have surveyed customers on behalf of Fine Remodel in Slc, UT; Provo, UT; Salt Lake City, UT; Sandy, UT; West Jordan, UT; Park City, UT; Holladay, UT; Draper, UT; Herriman, UT; Cottonwood Heights, UT; and 14 other cities in Utah.

In this report, Fine Remodel has published a summary of the customer feedback they've received since they joined GuildQuality in October 2012. In that time, 57 out of 83 customers (69%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

Recent Reviews & Published Comments

COMMENT

Additional Comment
Nov 12, 2019

This was our first remodel experience and they did a fantastic job of setting expectations from the very first meeting on. We have had a few minor issues arise with some of the materials and they have reached out to the various parties to make sure issues were resolved in a timely fashion. They always offer solutions rather than excuses.

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COMMENT

Additional Comment
Mar 09, 2019

I was very happy with how much they communicated with us so we always knew what was going on. We were blown away with how clean they kept the work site and their attention to detail. They were always so quick to fix things that weren't 100% to our liking. We will definitely recommend fine remodel to others and use them again in the future!

COMMENT

Additional Comment
Aug 04, 2018

Thanks for another great project!!

COMMENT

Additional Comment
Aug 04, 2018

Impeccable service, starting with the job site manager including prompt communication and replies to any question or request. They don't cut corners. You pay for it - but it's worth it.

COMMENT

Additional Comment
Sep 14, 2017

I also felt everyone that worked on our project was very kind.

COMMENT

Additional Comment
Sep 01, 2017

Thank you very much! I would use Fine Remodel again!

COMMENT

Additional Comment
Sep 01, 2017

This was my first remodeling project. I have always heard horror stories from other people that have done them. I was so pleasantly surprised by this experience.

COMMENT

Additional Comment
Sep 01, 2017

The response time with my questions was incredible. Whether it was via email, phone, or text I heard back from everyone within less than 24 hours. I cant thank the Fine team enough for this.

COMMENT

Additional Comment
Sep 01, 2017

A sign in another projects front yard on Kensington Ave.

COMMENT

Additional Comment
Aug 20, 2017

None

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- COMMENT
Additional Comment
Aug 20, 2017
They did a great job!
- COMMENT
Additional Comment
Aug 20, 2017
Friends
- COMMENT
Additional Comment
Feb 13, 2016
Willingness to make changes, to follow through and resolve mistakes
- COMMENT
Additional Comment
Feb 01, 2016
So easy to work with, kept worksite clean, communicated well
- COMMENT
Additional Comment
Jan 26, 2016
Would totally use these guys again. Not cheap but, neither is the quality of work - Top Notch. No regrets!!!
- COMMENT
Additional Comment
Jan 26, 2016
None
- COMMENT
Additional Comment
Jan 26, 2016
These guys are real Pros. Totally competent.
- COMMENT
Additional Comment
Jan 19, 2016
None - we had an amazing experience with Fine Remodel
- COMMENT
Additional Comment
Jan 19, 2016
Our kitchen was done on time, within our budget and is absolutely GORGEOUS! We were most satisfied with the quality of the work and the ease at which we were able to communicate with the Fine Remodel team.
- COMMENT
Additional Comment
Jan 19, 2016
Through a family friend
- COMMENT
Additional Comment
Jan 17, 2016
Fantastic experience. Can't wait to do my next project with them!
- COMMENT
Additional Comment
Jan 17, 2016
Communication, responsiveness to my needs. I needed a group I trusted and I found that.

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COMMENT
Additional Comment
Oct 19, 2015

We are happy with the final results of the remodel.

COMMENT
Additional Comment
Oct 19, 2015

The overall work was well done and timely. Project management was good.

COMMENT
Additional Comment
Jul 19, 2015

We love our remodel very much. Our home is beautiful. So, so, stressful to live in the construction mess. Thank you for putting up with us and going the extra mile to make us happy. Definitely would refer Fine Remodel to others.

COMMENT
Additional Comment
Jul 19, 2015

All issues were taken care of promptly. Thank you for following through with things that needed to be fixed. Very friendly workers and excellent job in construction. We felt comfortable leaving our home open to most workers coming in and out. Thank you for the referral of Jenny Butterbaugh. She was a wonderful help. She was excellent to work with.

COMMENT
Additional Comment
Jul 17, 2015

They were very professional. They did a great job.

COMMENT
Additional Comment
Jul 02, 2015

quality of the work finished, responsiveness to problems

COMMENT
Additional Comment
Jul 02, 2015

Bengt Erlasson Interior design

COMMENT
Additional Comment
Feb 04, 2015

Fine remodel crew was awesome to work with.

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