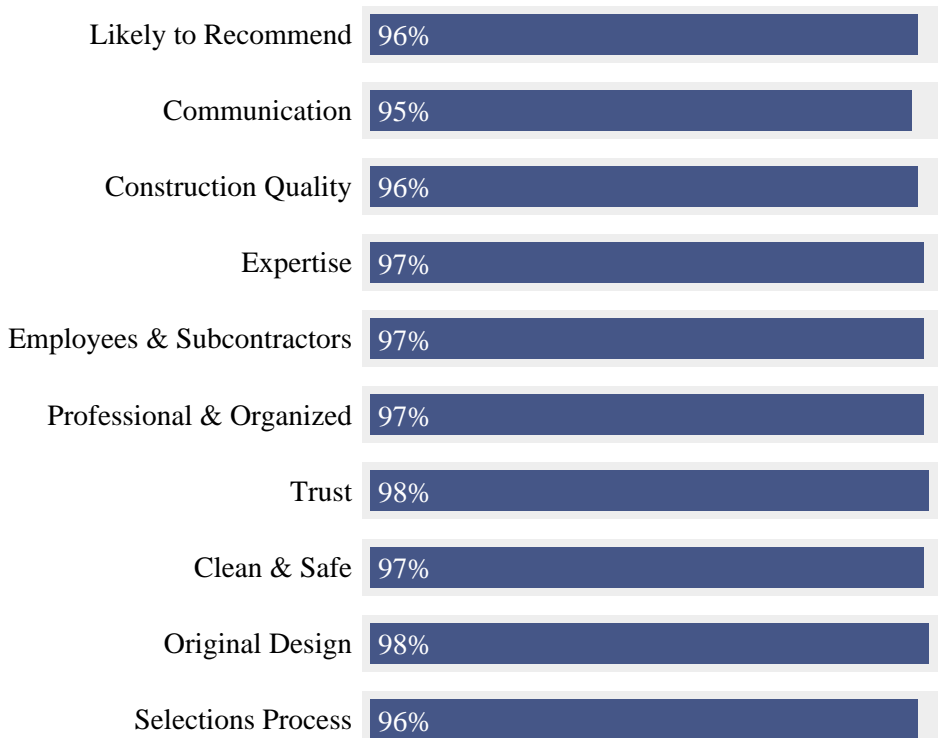


Harth Builders

Customer Feedback Summary

Of 557 customers surveyed, 392 responded



1 Mill Race
Spring House , PA 19477
(215) 654-0364
www.harthbuilders.com

GUILDMEMBER SINCE 2004

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Recent Reviews & Published Comments

COMMENT
Additional Comment
May 11, 2019
great communication - i really liked the weekly status emails.

COMMENT
Additional Comment
Mar 13, 2019
The Harth Builders' workers and designers, the cleanliness. Someone visiting during construction just mention she was impressed with how they contained the other rooms from dust.

COMMENT
Additional Comment
Mar 13, 2019
Painter was pretty good. Thought he missed a few spots.

Harth Builders



COMMENT
Additional Comment
Mar 11, 2019

The entire project team demonstrated the highest degree of professionalism during the entire process. On-site personnel were prompt, courteous and kept the work area (and our house) clean. Everyone was responsive whenever we had questions or concerns, and the team showed a willingness to entertain our ideas and to provide feedback/solutions.

REVIEW
Kim S.
Lafayette Hill, PA
Feb 28, 2019



Harth Builders is both professional and courteous. Our job was done in the time frame committed and on budget.

COMMENT
Additional Comment
Feb 09, 2019

The partnership between the design and construction teams is excellent. No detail was overlooked. When a couple of unexpected issues arose, solutions were quickly identified.

COMMENT
Additional Comment
Feb 09, 2019

We are very happy with the final result and would not change anything.

REVIEW
Kevin M.
Lansdale, PA
Feb 09, 2019



This was our 4th Harth Builders renovation project. We have come to expect high quality design and build; professional interactions; adherence to schedule and excellent customer service. This project did not disappoint.

REVIEW
Bryan K.
Perkasie, PA
Feb 08, 2019



Harth Builders was excellent to work with from our initial meeting about our project, through design and materials selection, and through the build process. The Harth staff truly worked as a team and communicated with us throughout the entire process no matter what the question or concern. We will definitely call them for our next project and would highly recommend them to others!

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COMMENT

Additional Comment
Feb 07, 2019

The design process with Cindy and Katie P. was fantastic. They were excellent at finding out our needs and designing accordingly and giving us various options to choose from. Lyndon was excellent at resolving problems before telling us about them so that when he did, he had a solution ready. Everyone at Harth was extremely caring and enjoyable to work with. The meticulous attention to detail was wonderful and provided us with a lot of confidence in Harth.

COMMENT

Additional Comment
Feb 07, 2019

Have a second walkthrough with electrical right before they start. We had several outlets that were either missed or in the wrong place or couldn't be put where we wanted.

COMMENT

Additional Comment
Jan 08, 2019

We love how Harth plans out projects. You always know how long the project will take and what the next steps are in the project.

COMMENT

Additional Comment
Jan 08, 2019

We really can't think of anything to change.

REVIEW

D.S.A.
Melrose Park, PA
Jan 08, 2019



We have done several projects with Harth and have been happy each time.

Comment from Harth Builders

Thank you!

REVIEW

J.S.D.
Dresher, PA
Jan 04, 2019



They are experts and did an excellent job.

Harth Builders



COMMENT
Additional Comment
Jan 02, 2019

They did a great job! Weather caused by a delay in completion time.

COMMENT
Additional Comment
Jan 02, 2019

Harth Builders was professional and courteous.

COMMENT
Additional Comment
Jan 02, 2019

The quality of Harth's workmanship was excellent! My lead carpenter, Ed, did a fantastic job and his supervisor, David Keebler, was wonderful, as well!

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REVIEW

K.M.
Yardley, PA
Jan 02, 2019



We worked with Harth once and walked away the second time. While their work is fine as stated in many reviews, this was not enough. They charge a high non refundable design fee. But the designers did not work with us to stay within or close to our communicated budget. Weekly emails not mentioned once we would be over budget and we only found out 1 evening before contract review, 50% over. The selection process rushed us to make selections during short appointments. In addition, I believe they have not honored a warranty item. Their feedback was that it is our fault. Based on their experience, they see this all the time. Why, I am wondering, why are they designing something, which clearly results in issues based on their experience? We also got electric baseboard heaters in addition to insulating the basement. Not once was it mentioned the baseboard heaters are overkill, we don't need them. With this many years in the business, is that not known? We also have toilet paper roll above the heater. If it hangs down while the heater is on.... If you are looking for a "Porsche to drive you from A to B", this is your company. We walked away and are now working with a company just as qualified, skilled, professional, clean, friendly, on time and all the other great qualifications you can read about Harth Builders. But within our initial budget.

REVIEW

R.J.M.
Plymouth Meeting, PA
Dec 13, 2018



Overall a well executed project completed on time with minimal hassle.

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CUSTOMER FEEDBACK REPORT *for*

Harth Builders



COMMENT
Additional Comment
Dec 01, 2018

Professionals. Excellent job!

REVIEW
Emily G.
Glenside, PA
Nov 19, 2018
★★★★★

Professional, thorough and organized from design and consulting and throughout the construction process. The constant attention to detail gave us peace of mind that everything was done and done right.

REVIEW
P.B.E.
Wyndmoor, PA
Sep 26, 2018
★★★★★

Every time I walk in my kitchen, I'm reminded of what an excellent job they did. I'm so glad we used Harth. I definitely hope to use them again in the future.

REVIEW
Carol C.
Glenside, PA
Aug 02, 2018
★★★★★

We were very pleased with the work and employees.

REVIEW
Phil K.
Holland, PA
Jul 27, 2018
★★★★★

Very pleased with the large project Harth completed for us.

COMMENT
Additional Comment
Jul 13, 2018

During the initial launch of the job we had a number of mis-steps regarding the schedule. This resulted in the project manager being replaced with the new manager, Steve Torres, and the assistance from our Sales Consultant, Chris Lux, quickly got the project back on track.

COMMENT
Additional Comment
Jul 13, 2018

Beautiful work with a strong emphasis on quality

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COMMENT
Additional Comment
Jul 13, 2018

Steve Torres was a pleasure to have support us during this project. Steve has a high regard for quality, communication and customer satisfaction. Steve is willing to go that extra mile whenever it is needed to ensure that we were fully satisfied. He is a true tribute to Harth Builders

COMMENT
Additional Comment
Jul 13, 2018

I would have done a full basement rather than the crawl space.

COMMENT
Additional Comment
Apr 28, 2018

I was satisfied with the overall result.

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