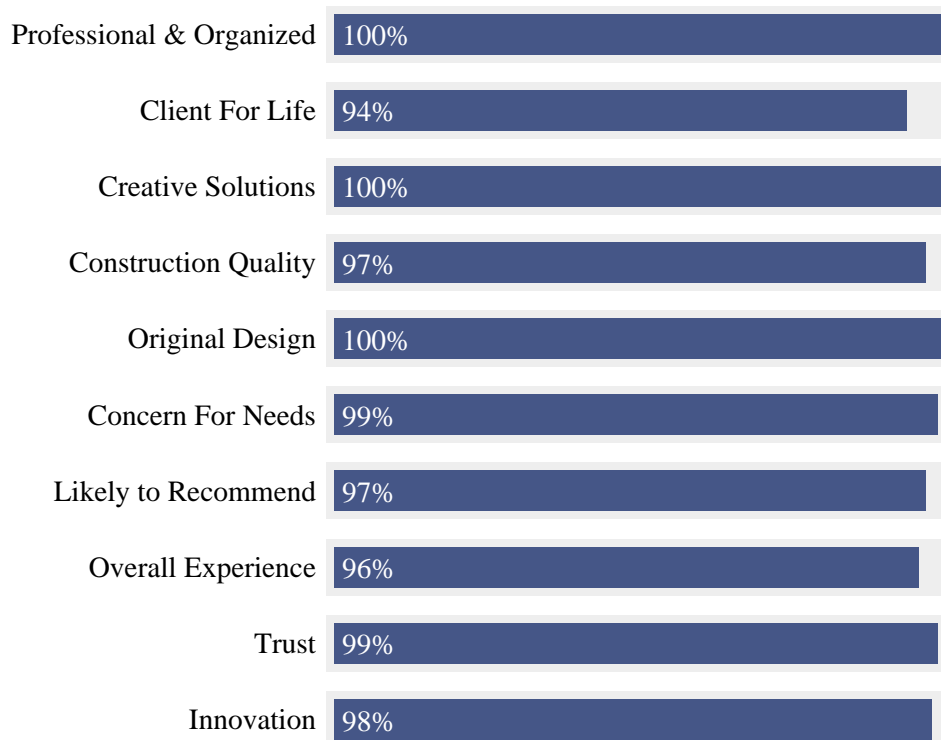


HartmanBaldwin Design/Build

Customer Feedback Summary

Of 513 customers surveyed, 337 responded



, www.hartmanbaldwin.com

GUILDMEMBER SINCE 2007

As a GuildQuality Guildmember, HartmanBaldwin Design/Build relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of HartmanBaldwin Design/Build in Claremont, CA; Pasadena, CA; Altadena, CA; Upland, CA; Arcadia, CA; South Pasadena, CA; La Cañada, CA; Glendale, CA; San Marino, CA; San Gabriel, CA; and 29 other cities in California.

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Recent Reviews & Published Comments

REVIEW

Alice B.
Pasadena, CA
Feb 27, 2019



Unfortunately, your surveys take up too much time and are intrusive, especially throughout the building process. This is the last survey that I shall do for your company. I do think you are terrific and have shared it with friends and family.

COMMENT

Additional Comment
Jan 27, 2019

Everyone we worked with at Hartman Baldwin was extremely knowledgeable, interested in our needs and available whenever we needed them. Extremely great people!

HartmanBaldwin Design/Build



COMMENT

Additional Comment
Nov 19, 2018

We have used them before and that is why we went back to them. They came up with great, unique ideas that exceeded our expectations. The contractors have done highly quality and exceptional work.

REVIEW

Sandra M.
Altadena, CA
Nov 09, 2018



We are beginning an extensive kitchen and living room remodel. The design team listened to our design concept and was able to provide plans that captured our ideas. They are very professional, honest, and they are enjoyable to work with. We feel confident that our remodel is in good hands.

COMMENT

Additional Comment
Sep 28, 2018

I very much appreciate the interaction between professionals when an issue comes up and needs to be addressed. I like being part of a collaborative process.

COMMENT

Additional Comment
Sep 15, 2018

I would like to recognize Troy for his exceptional service.

COMMENT

Additional Comment
Jul 21, 2018

This is our second project with HartmanBaldwin in the last three years. We are very happy to be working again with Project Manager Reg Abersek and our architect Jeremiah Kimber. What issues other construction companies might regard as trivial or unimportant, HB takes our concerns seriously and makes...

COMMENT

Additional Comment
Jul 02, 2018

We had exceptional service starting with bill Judson in the initial phase, then Patrick Szurpicki for architectural design and finally Reg Abersek and Sonia Estrada for construction .

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HartmanBaldwin Design/Build



COMMENT

Additional Comment
Jul 02, 2018

We were very impressed with the professionalism and high quality service provided by all of the Hartman Baldwin staff. They made a complex process very easy to proceed through step by step. The craftsmanship of the kitchen cabinets and new staircase was exceptional. All work was very high quality.

COMMENT

Additional Comment
Jun 07, 2018

Recently, I had additional work done since my kitchen remodel last year. I had lighting put in the living room & upper hallway. The ceilings had to be retexturized & I had several rooms repainted. Also, had the banister going up the stairs & front door restrained to match the wood floors. As usual, the...

COMMENT

Additional Comment
Dec 30, 2017

The restoration and remodel of my home (built in 1931) has spanned almost 8 years, and HB has been an amazing partner. The first compliment my home gets is how seamless the old and new wings are. The second is always about the quality of the design and construction, and attention to detail. Thank you, HB!

COMMENT

Additional Comment
Dec 30, 2017

thank you, Alan Brookman, for the umpteen reworks through the planning stage and your meticulous attention to detail. and thank you, Troy Coats, for giving form to that vision. but really, everyone has been great to work with!

COMMENT

Additional Comment
Nov 27, 2017

I cannot begin to say enough good things about HartmanBaldwin. I absolutely love my beautiful new kitchen they designed & built for me. They also put in lighting in the family room too. It's such a pleasure to just sit & enjoy the lovely surroundings. Everyone that has seen the kitchen thinks it's...

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HartmanBaldwin Design/Build



COMMENT
Additional Comment
Sep 03, 2017

Ralph Castillo, Darin , Bill Judson. for delivering the quality that we expected from HB. Levi and Jason for being very willing to work through the day to day needs of the job.

COMMENT
Additional Comment
Aug 29, 2017

As usual, we love working with Reg and Ty, although this time we are having material challenges with the schedule. The guys from Caulder are top notch and so are he cabinetry folks.

COMMENT
Additional Comment
Jul 30, 2017

In addition to Bill Judson, Patrick Szurpicki and Reg Abersek, Patick Romero and Sonia Estrada have been terrific to work with. All around the HB team is professional, courteous and does high quality work.

COMMENT
Additional Comment
Jun 05, 2017

HartmanBaldwin is such a professional & ethical company to work with. They really take the time to listen to the client's needs & concerns.I am very pleased they are remodeling my home.Sincerely,Jeanne Bartel

COMMENT
Additional Comment
Apr 30, 2017

Our pre-design and design phases have exceeded our expectations. We feel prepared now that we are entering construction.

COMMENT
Additional Comment
Apr 28, 2017

Working with Hartman Baldwin has been a very positive & rewarding experience for me.As a single woman, I needed a company I could have confidence in & trust. With Hartman Baldwin, I do not have to worry about a thing.I know that I am in good hands with them.Jeanne Bartel

COMMENT
Additional Comment
Apr 21, 2017

Very happy with Hartman Baldwin.

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HartmanBaldwin Design/Build



COMMENT
Additional Comment
Dec 27, 2016

Bill, Ralph, and the onsite team, Reg and Leo have been exceptional. They are always informative, professional, and supportive of any questions or concerns we have. I believe the entire HB team goes above and beyond to make this project as smooth as possible. Thank you all so much!

COMMENT
Additional Comment
Dec 03, 2016

Everyone's been great. Jason the carpenter has been great.

COMMENT
Additional Comment
Sep 22, 2016

Terrific team. Terrific experience. Terrific outcome.

COMMENT
Additional Comment
Sep 22, 2016

"Team" is very much at the core of our experience with HartmanBaldwin. We appreciated that team dynamic as it was expressed in professional excellence and kind care.

COMMENT
Additional Comment
Sep 01, 2016

HB has been the most informative, professional, responsible and time sensitive (so important for staying on schedule!!) contractors we've ever worked with. I highly recommend them to everyone especially if you have a lengthy project, HB will guide you through the entire process!

COMMENT
Additional Comment
Jul 25, 2016

Bill Baldwin and his team go way beyond the norm to insure that the process and the experience exceeds customer expectations

COMMENT
Additional Comment
Jul 25, 2016

The whole team was exceptional

COMMENT
Additional Comment
Jun 19, 2016

Jesse Emmert is an impressive diplomat - he listens carefully, articulates issues clearly, and works to find solutions that work for both HB and the client. Alan Brookman is a very clever architect - he has both a design aesthetic and the sense of practicalities that create a beautiful space that actually...

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CUSTOMER FEEDBACK REPORT *for*

HartmanBaldwin Design/Build

COMMENT

Additional Comment
Jun 05, 2016

All increases in the original contract price were the result of our own change orders.

COMMENT

Additional Comment
Jun 05, 2016

The materials and workmanship are top of the line -- works of art really.



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