

CUSTOMER FEEDBACK REPORT *for*
Lancaster County Timber Frames, Inc.



REVIEW

C.B.H.
Lewisburg, PA
Aug 17, 2016



Lancaster County Timber Frames did a great job. The materials & craftsmanship look great.

13 Oakwood Lane
Lititz , PA 17543
(717) 755-2990
www.lancotf.com

REVIEW

Jack B.
Downingtown, PA
Feb 10, 2016



Excellent to work with - very professional and very detail oriented. Quality of work is exceptional

GUILDMEMBER SINCE 2009

As a GuildQuality Guildmember, Lancaster County Timber Frames, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

Comment from Lancaster County Timber Frames, Inc.

Thank you! We loved working with you and your team as well!

We have surveyed customers on behalf of Lancaster County Timber Frames, Inc. in York, PA; Gladwyne, PA; Lancaster, PA; Philadelphia, PA; Wrightsville, PA; Pittsburgh, PA; Villanova, PA; Allentown, PA; New Brighton, PA; St. Michaels, MD; and 118 other cities in Pennsylvania, Ohio, New Jersey, Maryland, New York, and 5 other states.

REVIEW

J.P.-.
New Brighton, PA
Feb 05, 2016



This was the second project we did with Lancaster Timber Frames. Both turned out beautiful.

REVIEW

M.S.S.
Monroe, NJ
Feb 04, 2016



100% satisfied with the quality and service received from LTF.

REVIEW

G.T.-.
Fort Washington, PA
Feb 04, 2016



High quality, high detail, excellent engineering for a beautiful and impressive outcome

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REVIEW

M.B.-.
New Brighton, PA
Jan 29, 2016



It was a pleasure working with Lancaster Timber Frames. I highly recommend their work to fellow architects looking for full service timber frames. LCTF is very well equipt to engage in design conversations / an open design dialogue: their experience, expertise and ability to openly and efficiently converse on design and engineering decisions improved our design. They were also efficient and prepared throughout the entire install/erection. Communications were prompt and thorough. Their team is knowledgeable and extremely friendly. I'd love to work with Lancaster County Timber Frames again.

Comment from Lancaster County Timber Frames, Inc.

We were honored to be able to work on the project with you. The care you took in designing was very easy to work with and we have really enjoyed following your website and seeing other work you created. We really hope to work together again in the future. Thank you!

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REVIEW

G.L.-.
St. Michaels, MD
Jan 29, 2016



Lancaster County Timber Frames project on a Bunk House that the owners decided to do a pavilion roof to match that in the house.

REVIEW

G.L.-.
St. Michaels, MD
Jan 29, 2016



Lancaster County Timber Frames worked with us to the end. Customer wanted bench seats to match the timber trusses and Lancaster got the pricing back quickly and delivered the material on time.

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REVIEW

C.G.-.
Purcellville, PA
Jan 28, 2016



The product is excellent and the crews were good to work with. This project integrated traditional framing with timber frame and the end result achieved the look the client expected.

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REVIEW

N.A.D.
Falls Church, VA
Feb 03, 2015



Lancaster was very responsive to my initial inquiry and was able to meet with me within a week. I was impressed with their knowledge and ability.

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Comment from Lancaster County Timber Frames, Inc.

All of the members of LCTF thoroughly enjoyed the project and wish you and the family all the best!
~Amy

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REVIEW

R.R.-.
Marlton, NJ
Dec 30, 2013



Lancaster County Timber Frames exceeded our expectations on multiple levels. From the final design stage through submittals and all the way through construction they relentlessly made sure that their work was performed at a very high level.

Comment from Lancaster County Timber Frames, Inc.

Ryan, it was a pleasure to work with you and Big Sky as well. Our team appreciated your input and would certainly love to work with you in the future! Everything was smooth from the first communication until the end. Many thanks! ~Amy

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REVIEW

Pat S.
Glenshaw, PA
Dec 19, 2012



It was a pleasure to have them around. They did a good job and made sure to keep things as neat as possible throughout the construction. They had done my original railing and they did a good job and I was so pleased that, that was the reason I called them back.

Comment from Lancaster County Timber Frames, Inc.

We are glad that you are happy. It was also our pleasure to work with you through the design and installation process. Thank you for the opportunity and may you have many years of enjoyment! ~Amy

REVIEW

K.G.S.
Palmyra, PA
Oct 23, 2012



This is a quality company with an incredibly talented staff! Would highly recommend them to anyone looking for an excellent amazing timberframe! We are VERY proud to show off ours!!

Comment from Lancaster County Timber Frames, Inc.

We are quite pleased that you are enjoying the home and can't wait to see pictures. Thank you again for your passion for this project and opportunity to work with you. ~Amy

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REVIEW

J.M.-.

Monkton, MD

Oct 12, 2012



The upstart services, the engineering, and the quality of the products provided by Lancaster County Timber Frames is top notch. The installers are very knowledgeable and provide a quality installation.

Comment from Lancaster County Timber Frames, Inc.

We are thankful to have had the opportunity to work with you on this project and pleased that you were happy with our product. This was an extremely challenging installation and we appreciate you working with us on the timeline to install. ~Amy

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REVIEW

S.S.K.

East Berlin, PA

Oct 08, 2012



It was a pleasure working with Lancaster County Timber Frames. Tim did a terrific job with the design and the construction was of exceptional quality. If we ever had to do it again I'm sure we would go back to Lancaster County Timber Frames.

Comment from Lancaster County Timber Frames, Inc.

It was our pleasure to work with you as well. Your communication helped make the project a success. We are pleased that you are happy with the end result. ~Amy

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REVIEW

J.R.L.
York, PA
Oct 03, 2012



The LCTF staff was able to complete their portion of the project in a timely and professional manner. The circumstances on site were difficult due to weather conditions and the limited schedule duration. Despite all of the obstacles and demands of the project the LCTF staff remained flexible and courteous and was an important factor in helping us to meet our scheduling and quality goals, as well as the expectations of our client. Overall LCTF was an important part of our successful completion of the project, and allowed us to offer a finished product that we are truly proud to present to our client. J.R.

Comment from Lancaster County Timber Frames, Inc.

It was certainly a joy working with everyone on site and we are glad that the timeline worked out for everyone included. We thoroughly enjoy working with all of your crew due to the communication, level of professionalism, and long standing relationship.
~Amy

REVIEW

D.C.P.
Vass, NC
Oct 02, 2012



I was very satisfied with the whole experience. Lancaster County Timber Frames worked with me on a couple of design changes and delivered the product in a timely manner. Everything fit well, and it went up exactly as it should.

Comment from Lancaster County Timber Frames, Inc.

We are happy that all worked out. It was a pleasure to work with you on this project.

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REVIEW

Steve C.
Wrightsville, PA
Jan 23, 2012



I highly recommend Lancaster County Timber Frames, Inc. They do what they say they will do for the money they say they can do it. And the work is absolutely impeccable.

Comment from Lancaster County Timber Frames, Inc.

It has been our pleasure to work with the entire team to complete the work for The John Wright Restaurant. Many thanks for the kind words.

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REVIEW

D.D.N.
Mullica Hill, NJ
Jan 12, 2012



Tim and Amy bring professionalism and service to the project, which is a cut above. I am looking forward to years of continued working relationships. Good Luck, Dennis DeSimone, president of DeSimone Construction Company

Comment from Lancaster County Timber Frames, Inc.

It is our pleasure to work with DeSimone Construction. We have enjoyed the relationship and hope to see it continue for many years in the future.

REVIEW

J.C.B.
Gladwyne, PA
Dec 29, 2011



I think Lancaster County Timber Frames is a wonderful and professional company. The product is awesome and the quality is great. I would recommend them to everybody and anybody who needs work done.

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REVIEW

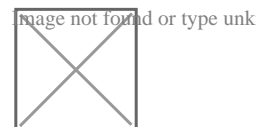
Tony K.
Gallitzin, PA
Dec 28, 2011



Lancaster County Timber Frames provided me with top notch service. After a bad experience with the first timber frame company I dealt with, I hired the folks at Lancaster County to clean up the mess. This included refurbishing a frame created by the first company a year prior and replacing some timbers. I had been told that the whole thing had to be scrapped, and my entire investment was gone. Tony Zaya of Lancaster Country Timber Frames recommended I get a second opinion, which they gave me. They were able to salvage the vast majority of my frame, and recreate the pieces that had moved too much to use. They did so quickly and with the utmost professionalism. I was able to maintain my build schedule, which still amazes me to this day. I wish I had hired them from the start. They were so committed to a job well done, that prior to them leaving the job site, one of the craftsmen noticed that the crane operator had discarded a number of cigarette butts on the ground. Because of their commitment and professionalism, they weren't going to allow someone else's behavior to sully their reputation, so they picked up every single one of the butts prior to leaving the site. If you want someone to pay as much attention to your house as they would to their own, hire Lancaster County Timber Frames.

Comment from Lancaster County Timber Frames, Inc.

The pleasure was truly ours. The clients were kind, appreciative, and very easy to work with.



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