

CUSTOMER FEEDBACK REPORT *for*  
**Murray Lampert Design, Build, Remodel**

## Customer Feedback Summary

Of 117 customers surveyed, 74 responded



2878 Camino Del Rio  
South, Suite 160  
San Diego , CA 92108  
(619) 285-9222  
murraylampert.com

### GUILDMEMBER SINCE 2011

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

We have surveyed customers on behalf of Murray Lampert Design, Build, Remodel in San Diego, CA; Oceanside, CA; Poway, CA; Carlsbad, CA; Del Mar, CA; La Mesa, CA; La Jolla, CA; Encinitas, CA; Spring Valley, CA; Chula Vista, CA; and 9 other cities in California.

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## Recent Reviews & Published Comments

### REVIEW

Dan F.  
Imperial Beach, CA  
Dec 15, 2018



From the management of Gregg Murray to the job sight foremen Cameron, they were all professional and courteous. Thank you for a "job well done"!Hugs,Dan and Leenie

### COMMENT

Additional Comment  
Nov 07, 2018

Construction pointed out and completed details that enhanced the out come of the project

### REVIEW

Mike H.  
SAN DIEGO, CA  
Nov 07, 2018



Highly recommend them

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COMMENT  
Additional Comment  
Feb 27, 2018

Interestingly we became closer to a number of people that we never thought would become the case in a short term business relationship. We could not help feeling like we had joined with a family group committed to an excellent project and very personal service. They addressed our issues and anxieties...

COMMENT  
Additional Comment  
Feb 27, 2018

None and exceeded our expectations in dealing with the US Bank funding program, thanks to Lisa Cantor! County Permitting became very difficult through no fault of Murray Lampert personnel and they were diligent in their persistence of permits!

COMMENT  
Additional Comment  
Feb 27, 2018

We especially appreciated the handling of unexpected changes and additional work requirements. Additionally their prompt communications kept us thoroughly in the loop to avoid any confusion minimizing delays and reinforcing its efficiencies!

COMMENT  
Additional Comment  
Feb 27, 2018

Advertisement led me to research the firm and its experience and history. My inquiries were all very positive especially their working relationship with the permit agencies!

COMMENT  
Additional Comment  
Feb 27, 2018

Cameron was a very straight forward and attentive person! Always followed through and self initiating to address the project and its minor iterations!

COMMENT  
Additional Comment  
Feb 27, 2018

I have indeed recommended Murray Lampert Design, Build, Remodel to friends and acquaintances that are seeking an option for remodels.

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COMMENT  
Additional Comment  
Feb 27, 2018

Their experience and relationship with the San Diego County Building/Permit division was essential to address our original house purchase in 1985 that we subsequently discovered had a garage conversion without a permit by the previous owners. Further, there was no statute of limitations to address the illegal conversion.

COMMENT  
Additional Comment  
Aug 15, 2017

The team was very responsive to any questions or concerns we raised. We LOVED our project manager, Patti Atwell, because of her expertise and energetic personality. She kept us informed, kept things on track, and quickly addressed the few hiccups that happened along the way. We enjoyed working with Patti,...

COMMENT  
Additional Comment  
Aug 15, 2017

Michael responded to our online inquiry same day...on a Sunday! We were impressed with Murray Lampert's team approach...having the clients meet with the entire team prior to making a contract decision. We were also impressed that Gregg Cantor attended some of our meetings! We felt we could trust Murray...

COMMENT  
Additional Comment  
Jan 21, 2017

I was very satisfied overall. They cleaned up well, and Patti kept me informed.

COMMENT  
Additional Comment  
Jan 21, 2017

4 plus!

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REVIEW

Perry L.  
Carlsbad, CA  
Mar 31, 2016



My overall experience with Murray Lampert was good. Since this was our second time using Murray Lampert, I expected a little more. As with any remodel, issues will arise. I understand that. But it is how these issues are handled. I think the quality of our custom cabinets is very poor. LTD's (cabinet...

Comment from Murray Lampert Design, Build, Remodel  
I am sorry that you were unhappy with our cabinet people this time. After I met you on the job 2 weeks ago, our cabinet finisher returned to complete the corrective work. We have been using the same cabinet builder for over 30 years because of their quality and how they stand behind their work. Please let me know if you have any other concerns and we are happy to address them. Gregg Cantor President/CEO

COMMENT

Additional Comment  
Feb 15, 2016

Because reputable San Diego company.

COMMENT

Additional Comment  
Nov 02, 2015

My neighbor had a large expansion and he was very satisfied with it. I used to work closely with the Better Business Bureau and the president with them recommended them to me. He had some good things to say about them.

COMMENT

Additional Comment  
Nov 02, 2015

I have already done that.

COMMENT

Additional Comment  
Sep 14, 2015

Murray Lampert and their construction team met or exceeded all of our expectations.



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COMMENT  
Additional Comment  
Sep 14, 2015

Murray Lampert has a longstanding history of doing work and contributing to improving the overall quality of life in the local community. As a long time San Diego resident, I know that companies do not last long without a reputation of doing superior work and providing a high level of customer satisfaction....

REVIEW  
K.O.M.  
San Diego, CA  
Sep 14, 2015  
★★★★★

I can't say enough about about Murray Lampert Design, Build, Remodel. Gregg Cantor was attentive, innovative, professional and went the extra step to help us make our remodel and whole house make over happen. Steve Law was responsive, patient and smoothly addressed our concerns almost immediately upon...

COMMENT  
Additional Comment  
Jun 17, 2015

I was most satisfied in terms of the contractors that came. We had a good experience with the electrician and the various other contractors.

REVIEW  
Teresa D.  
San Diego, CA  
Jun 17, 2015  
★★★★★

They were very easy to work with. There were a few problems that came up, but they handled them very well. We would definitely use them again.

COMMENT  
Additional Comment  
Nov 26, 2014

It was a very easy process.

COMMENT  
Additional Comment  
Nov 26, 2014

I liked John and thought he understood what we wanted. Murray Lampert Design, Build, Remodel was also willing to work with our budget, which was no small feat.

COMMENT  
Additional Comment  
Nov 26, 2014

They responded when I needed them.

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COMMENT  
Additional Comment  
Oct 23, 2014

Communication was always at a high level and they allowed me to supply some items and do some of the work to help keep my total costs within my budget.

COMMENT  
Additional Comment  
Sep 10, 2014

Steve Law's expertise in all areas of managing the entire process and his timely response to any and all questions or concerns.

REVIEW  
Robb C.  
San Diego, CA  
Sep 01, 2014  
★★★★★

Murray Lampert helped us solve a lot of major problems we had at the house, such as issues with plumbing, electrical issues, coordinating with the city on the new water meter, as well as doing interior remodeling. We knew they would be very cost effective, provide quality work, and meet the challenges we had.

*Comment from Murray Lampert Design, Build, Remodel*  
Thank you to Robb & Pat Crowder. We have completed 4 projects on 3 different homes and it is always a pleasure to serve you!

COMMENT  
Additional Comment  
Sep 01, 2014

It was a bigger project with a lot of complications, and I wanted somebody with some experience with permits and hooking up a second water meter (a lot of it was major plumbing).

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