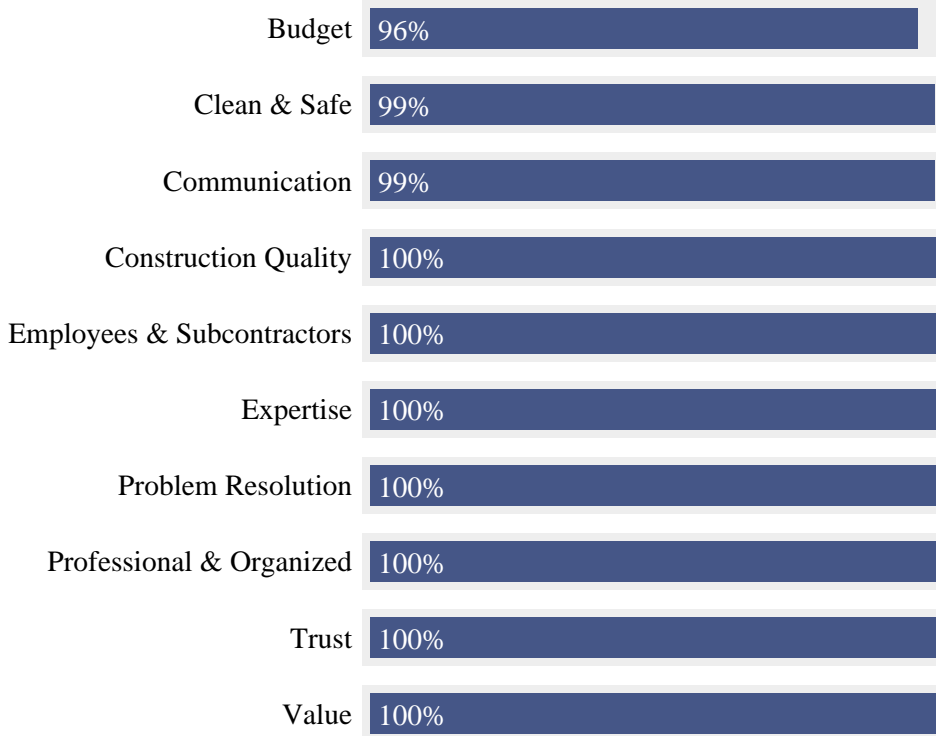


CUSTOMER FEEDBACK REPORT *for*
Padgett Building & Remodeling

Customer Feedback Summary

Of 184 customers surveyed, 138 responded



Recent Reviews & Published Comments

REVIEW

Hoffman S.
Swansea, IL
Jun 13, 2019



Padgett Building and Remodeling completed our extensive master bath remodel to our complete satisfaction. The staff was professional and friendly. The quality of the materials and the workmanship of the project met all of our expectations. Sarah, Nancy and Dale coordinated our selections and the timeline for our project. All three were outstanding to work with.



4200 Smelting Works Rd
Belleville, IL 62226
(618) 236-7073
www.padgettbuilding.com

GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, Padgett Building & Remodeling relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Padgett Building & Remodeling in Belleville, IL; Swansea, IL; O'fallon, IL; Shiloh, IL; Fairview Heights, IL; Millstadt, IL; Lebanon, IL; Caseyville, IL; Freeburg, IL; Glen Carbon, IL; and 22 other cities in Illinois and Missouri.

In this report, Padgett Building & Remodeling has published a summary of the customer feedback they've received since they joined GuildQuality in November 2013. In that time, 138 out of 184 customers (75%) responded to a GuildQuality satisfaction survey, with the most recent response in June 2019.

CUSTOMER FEEDBACK REPORT *for*
Padgett Building & Remodeling

REVIEW

Farroll H.
Belleville, IL
Mar 14, 2019



Padgett Building & Remodeling did an outstanding job & they fulfilled my dreams.

COMMENT

Additional Comment
Oct 08, 2018

I would like to recognize Ben Gillen for his exceptional service!

COMMENT

Additional Comment
Oct 08, 2018

I was satisfied that from the very beginning, Don was very thorough and went over exactly what I wanted!

COMMENT

Additional Comment
Oct 08, 2018

I chose Padgett Building & Remodeling because their reputation has been very good!

COMMENT

Additional Comment
Jul 29, 2018

It was pretty great from beginning to end. All the people that touched my project were professional and courteous! Zec and Nancy were very patient with all my questions and handling my freaked out state. Dale was a beast at demolition and an expert at putting it all back together.

REVIEW

Ferguson R.
Shiloh, IL
Jul 29, 2018



Padgett Building & Remodeling is a very professional company and they did a top notch on my project. Everyone involved in my project was great to work with and did their jobs well! Highly recommend!

COMMENT

Additional Comment
Jul 20, 2018

Zec, Ben and Randy for reasons stated above. Also, Jason from Tyler painting was great to work with and gave me great advice on things I was asking him. Brandon from CFM was so much fun to work with in picking out our backsplash which was a huge deal to me. Angie from Concept Kitchen and Baths was very knowledgeable and a big help in assisting us with our cabinet needs.



4200 Smelting Works Rd
Belleville, IL 62226
(618) 236-7073
www.padgettbuilding.com

GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, Padgett Building & Remodeling relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Padgett Building & Remodeling in Belleville, IL; Swansea, IL; O'fallon, IL; Shiloh, IL; Fairview Heights, IL; Millstadt, IL; Lebanon, IL; Caseyville, IL; Freeburg, IL; Glen Carbon, IL; and 22 other cities in Illinois and Missouri.

In this report, Padgett Building & Remodeling has published a summary of the customer feedback they've received since they joined GuildQuality in November 2013. In that time, 138 out of 184 customers (75%) responded to a GuildQuality satisfaction survey, with the most recent response in June 2019.

CUSTOMER FEEDBACK REPORT *for*
Padgett Building & Remodeling

COMMENT
Additional Comment
Jul 20, 2018

Zec's attention to detail with our overall wants and needs. Ben was always available to answer questions, rectify issues or help out in any other way. Randy is a carpenter genius and very professional. All people associated with this project were professional and we felt comfortable having them in our house.

COMMENT
Additional Comment
Jul 18, 2018

I found that Dave Padgett went above and beyond to provide me with the best experience possible. His workers were professional and efficient. The job site was kept clean and safe. Dave communicated with me throughout the process to assure that I was both well informed and happy with the project.

COMMENT
Additional Comment
Dec 11, 2017

I was most satisfied with the craftsmanship. They turned something ugly into something beautiful!

REVIEW
Lenora J.
Shiloh, IL
Dec 11, 2017
★★★★★

The workmanship was simply fantastic! I believe this truly improved the value of our home!

COMMENT
Additional Comment
Dec 11, 2017

Definitely! It was wonderful! Good choice of product!

COMMENT
Additional Comment
Dec 11, 2017

I chose them based on their advertisements and saw they were highly ranked and recommended. I wanted someone with a long history of good customer satisfaction.

COMMENT
Additional Comment
Nov 20, 2017

Everything - they do what they say they will do. They are easy to communicate with. They work with our schedule.



4200 Smelting Works Rd
Belleville, IL 62226
(618) 236-7073
www.padgettbuilding.com

GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, Padgett Building & Remodeling relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Padgett Building & Remodeling in Belleville, IL; Swansea, IL; O'fallon, IL; Shiloh, IL; Fairview Heights, IL; Millstadt, IL; Lebanon, IL; Caseyville, IL; Freeburg, IL; Glen Carbon, IL; and 22 other cities in Illinois and Missouri.

In this report, Padgett Building & Remodeling has published a summary of the customer feedback they've received since they joined GuildQuality in November 2013. In that time, 138 out of 184 customers (75%) responded to a GuildQuality satisfaction survey, with the most recent response in June 2019.

CUSTOMER FEEDBACK REPORT *for*
Padgett Building & Remodeling

REVIEW

Cavalier T.
Swansea, IL
Nov 20, 2017



Top notch work as usual!!!

REVIEW

Judy S.
Swansea, IL
Nov 13, 2017



I felt like it was flawless. They followed through and any time I had a little something it always got taken care of. They are very cordial and professional!

REVIEW

R.A.D.
Swansea, IL
Nov 08, 2017



The most professional, polite and efficient contractors my husband and I have worked with. Thank you!

REVIEW

R.A.D.
Swansea, IL
Oct 23, 2017



Padgett Building & Remodeling exceeded all our expectations! We are so happy with the quality of work and excellent customer service. They were very receptive to our requirements and finished earlier than expected. We will definitely go back to them for future projects.

COMMENT

Additional Comment
Oct 23, 2017

Ben and Zec are the two I dealt with, I was pleased with their work. They kept me informed and it was a very pleasant experience.

REVIEW

Craig K.
New Bade, IL
Oct 23, 2017



I was very well pleased their professionalism and the work they did!

COMMENT

Additional Comment
Oct 16, 2017

Carpentry, communication, sub-contractors. Their carpenters did a great job. The communication with Ron and Nancy was excellent. The sub-contractors did a great job, too.



4200 Smelting Works Rd
Belleville, IL 62226
(618) 236-7073
www.padgettbuilding.com

GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, Padgett Building & Remodeling relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Padgett Building & Remodeling in Belleville, IL; Swansea, IL; O'fallon, IL; Shiloh, IL; Fairview Heights, IL; Millstadt, IL; Lebanon, IL; Caseyville, IL; Freeburg, IL; Glen Carbon, IL; and 22 other cities in Illinois and Missouri.

In this report, Padgett Building & Remodeling has published a summary of the customer feedback they've received since they joined GuildQuality in November 2013. In that time, 138 out of 184 customers (75%) responded to a GuildQuality satisfaction survey, with the most recent response in June 2019.

CUSTOMER FEEDBACK REPORT *for*
Padgett Building & Remodeling



COMMENT
Additional Comment
Oct 16, 2017

Good reviews and understood what I was looking for in regards to the project.

COMMENT
Additional Comment
Oct 16, 2017

I would like to recognize all of them for their exceptional service. Ron was really good at getting us started and getting us through the process, taking us where we needed to go.

COMMENT
Additional Comment
Oct 16, 2017

I was most satisfied with keeping it on track, and there was no add on prices. What they told us it would be cost wise, it was. The time frame they gave was accurate.

REVIEW
Dave H.
Belleville, IL
Oct 16, 2017
★★★★★

Padgett Building & Remodeling did an outstanding job. Anything we asked for, they walked through everything and kept us abreast of everything that was going on.

COMMENT
Additional Comment
Oct 16, 2017

These guys were good!

REVIEW
Rutyna L.
Valley Park, MO
Sep 25, 2017
★★★★★

I love my kitchen that Padgett Building and Remodeling did for me.

COMMENT
Additional Comment
Sep 18, 2017

Great professionals! Dale and Ben did an outstanding job. They paid attention to all the details and made sure the sub contractor work was professionally completed.

COMMENT
Additional Comment
Sep 18, 2017

No Surprises! Excellent Overall Project management and schedule. They constantly kept us up to date on work scheduled and material delivery.

4200 Smelting Works Rd
Belleville , IL 62226
(618) 236-7073
www.padgettbuilding.com

GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, Padgett Building & Remodeling relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Padgett Building & Remodeling in Belleville, IL; Swansea, IL; O'fallon, IL; Shiloh, IL; Fairview Heights, IL; Millstadt, IL; Lebanon, IL; Caseyville, IL; Freeburg, IL; Glen Carbon, IL; and 22 other cities in Illinois and Missouri.

In this report, Padgett Building & Remodeling has published a summary of the customer feedback they've received since they joined GuildQuality in November 2013. In that time, 138 out of 184 customers (75%) responded to a GuildQuality satisfaction survey, with the most recent response in June 2019.