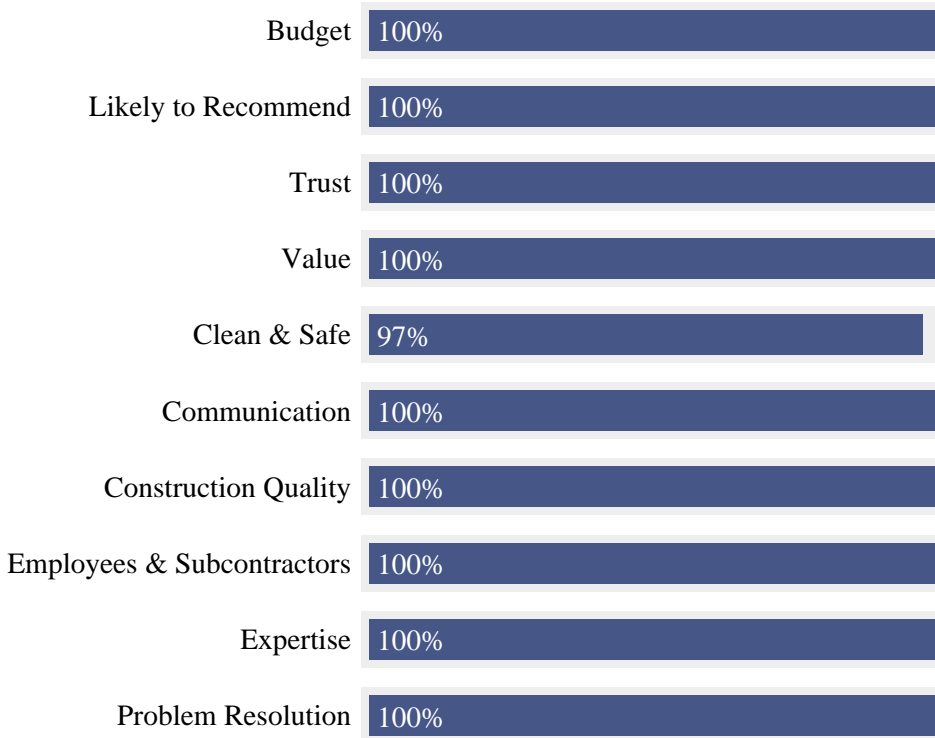


CUSTOMER FEEDBACK REPORT *for*
Pat Scales Remodeling

Customer Feedback Summary

Of 54 customers surveyed, 39 responded



5880 Linworth Rd
Worthington , OH 43085
(614) 505-6084

GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Pat Scales Remodeling relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Pat Scales Remodeling in Columbus, OH; Dublin, OH; Worthington, OH; Powell, OH; Hilliard, OH; Upper Arlington, OH; Westerville, OH; Delaware, OH; Grove City, OH; Lewis Center, OH; and 12 other cities in Ohio.

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Recent Reviews & Published Comments

REVIEW

Jason .
Columbus, OH
Aug 11, 2019



One of the hardest tasks any homeowner faces is finding a reputable contractor who will do the job right for a fair price and who is totally up front about expenses and costs. Well, look no further than Pat Scales Remodeling! They're professional, courteous, experienced, and punctual, and the two-month waiting list for their services speaks volumes about their quality of work!

Pat Scales Remodeling

REVIEW

Christine R.
Gahanna, OH
May 02, 2019



PSR is so easy to work with! The crew is always conscientious about about keeping the work site clean. The job is super high quality and everyone is very reliable. PSR is impossible to beat!

REVIEW

Kara R.
Powell, OH
Mar 26, 2019



I'm so pleased with my kitchen remodel from PSR! The remodel includes all new cabinetry, hardware, countertop, sink & faucet, mosaic tile backsplash, and lighting. They also reoriented the door from a coat closet into the kitchen to create pantry space and enlarged the pass-through to the dining room. I've never been through a remodel of this size and the PSR team helped me through the process, with good ideas, advice, and advocacy along the way. Everyone I worked with -- Pat, Cora, Ian and especially Jake -- was terrific. The project took just about three weeks and I loved coming home each day to see the progress. I felt like everyone was just as excited as I was to see everything take shape. The team did so much to minimize the disruption, even when we were stuck at home for snow days and days off school, we never felt in the way. We love having our kitchen back, but we kind of miss coming home to Jake and the team. I'm going to start saving up for my next project with PSR. Thanks, everyone!

REVIEW

Joann .
Columbus , OH
Jan 08, 2019



Every aspect of the job was handled very professionally, beginning with the estimate and ending with the final walk through. My kitchen turned out even better than I imagined and if I have any future remodeling projects, I will definitely use Pat Scales Remodeling.



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Pat Scales Remodeling



REVIEW

Scott T.
Columbus, OH
Oct 30, 2018



Working with Pat and team was a terrific experience from start to finish. Pat was professional and honest during the initial meet and subsequent estimate discussion while Ian and Jake insured the job was on time throughout. Each day Jake went over what he anticipated completed and at the end of the day provided an update on progress.....if something wasn't completed for any reason he shared with me why and with his plan to complete. Lastly, Cora has been helpful throughout the entire process and insured any questions directed to her were answered quickly. My wife and I would definitely recommend Pat Scales Remodeling without any hesitation.

REVIEW

Charlie O.
Columbus, OH
Aug 31, 2018



Our new bathroom looks great and everyone was wonderful to work with!

REVIEW

Everett .
Columbus, OH
Jul 11, 2018



Pat Scales Remodeling did an excellent job with our home improvement project. I would highly recommend them to any of my friends.

COMMENT

Additional Comment
Apr 06, 2018

Pat is extremely knowledgeable and very efficient in problem solving. There were a couple of things that I was adamant about, and Pat, in a very professional way, convinced me to go in a better direction...and he was absolutely correct! I love our new bathroom.

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REVIEW

Patti R.
Columbus, OH
Apr 06, 2018



We are extremely pleased with our new master bath. Pat Scales Remodeling was our only choice after considering other builders. The craftsmanship is like no others I have ever worked with. The level of talent was amazing and we came in under budget! The entire crew did a magnificent job! If there were any questions or concerns, they were handled in a professional manner and the matter was readily solved. Our bathroom is everything we wanted. We would highly recommend Pat Scales Remodeling.

COMMENT

Additional Comment
Jan 14, 2018

I appreciated his detailed quote and attention to detail every step of the way. They made sure the project was perfect in every detail.

REVIEW

Joan S.
Dublin, OH
Jan 14, 2018



Pat Scales Remodeling was great to work with. We love the exterior nproject and our neighbors do, too!

COMMENT

Additional Comment
Jan 04, 2018

I will definitely reach out to PSR on future projects and recommend them wholeheartedly!

COMMENT

Additional Comment
Jan 04, 2018

Pat Scales is a very personable guy & very creative. He suggested things to us I wouldn't have thought about, which made all the difference in the remodel.

REVIEW

Kirk R.
Columbus , OH
Jan 04, 2018



PSR is very customer oriented and a joy to work with.

REVIEW

Susan T.
Grandview Heights,
OH
Dec 12, 2017



I plan to use them again in the future. I am very satisfied and would recommend them!

Pat Scales Remodeling



REVIEW

Scott D.
Worthington, OH
Nov 19, 2017



Pat and his team did an excellent job on our new master bath. I would highly recommend his services.

COMMENT

Additional Comment
Nov 16, 2017

Most satisfied with his integrity and williness to work with us. We had some issues that some contractors might have walked away from, but he held firm and took care of us.

REVIEW

Jim M.
Powell, OH
Nov 16, 2017



Very trustworthy. Very good work.

COMMENT

Additional Comment
Nov 14, 2017

The dedication to the job. The quality of work. The creativity to create more space than we'd originally imagined.

REVIEW

Ryan S.
Columbus, OH
Nov 14, 2017



Pat exceeded our expectations in nearly every way possible. From standing in the pouring rain to make sure we would not suffer water damage to coming in on time and on-budget, we have loved our experience. We are eager to work with Pat when we remodel our kitchen and have recommended Pat to several other friends. We also discovered that several of our friends had previously used Pat Scales Remodeling and *glowed* over their experience.

COMMENT

Additional Comment
Nov 14, 2017

We are highly satisfied with our experience with Pat and his group- can not wait to do our next project with them!

COMMENT

Additional Comment
Nov 14, 2017

The professionalism and ease of working with the entire organization has been wonderful

COMMENT

Additional Comment
Nov 14, 2017

They are problem solvers. Staff communicates well and is responsive to client needs and schedule.

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