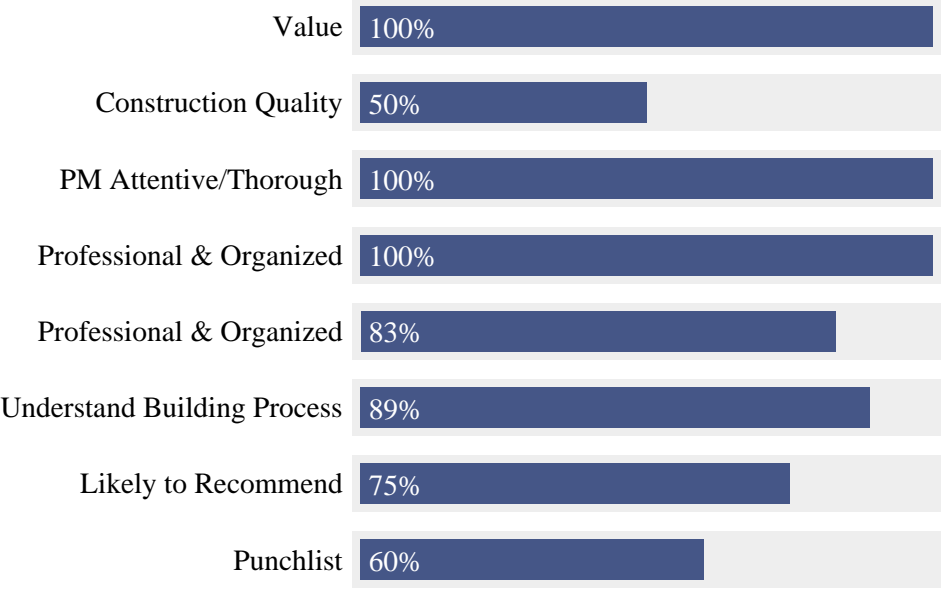


CUSTOMER FEEDBACK REPORT *for* Renovations by Garman

Customer Feedback Summary

Of 57 customers surveyed, 28 responded



529 East Main Street
Lititz , PA 17543
(717) 733-4383
www.garmanbuilders.com

GUILDMEMBER SINCE 2008

As a GuildQuality Guildmember, Renovations by Garman relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Renovations by Garman in Lititz, PA; Lancaster, PA; Denver, PA; Lebanon, PA; Hummelstown, PA; Newmanstown, PA; Ephrata, PA; Elizabethtown, PA; Myerstown, PA; Harrisburg, PA; and 12 other cities in Pennsylvania.

In this report, Renovations by Garman has published a summary of the customer feedback they've received in the past 12 months. In that time, 28 out of 57 customers (49%) responded to a GuildQuality satisfaction survey, with the most recent response in September 2021.

Recent Reviews & Published Comments

REVIEW

Andrew B.
Annville, PA
Aug 19, 2021
★★★★★

We can't be more please with the overall outcome of this project. From our initial meetings with Mike Martin accommodating to our schedule all the way to Anderson's impeccable attention to detail, we would highly recommend Renovations by Garman!

REVIEW

Bill O.
Schuylkill Haven , PA
Mar 03, 2021
★★★★★

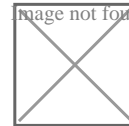
The staff is really good to work with. They're attentive.

REVIEW

Gary N.
Lititz, PA
Feb 25, 2021
★★★★★

I was very impressed by the detail and communication to set what was and is to be expected.

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CUSTOMER FEEDBACK REPORT *for* Renovations by Garman

REVIEW

Richard W.
Lititz, PA
Jan 30, 2021



Overall, disappointed. Chose Garman due to their large presence in our area for many years and that, according to the design specialist, our project would not be a "fill-in" project. While completely understanding the challenges covid-19 presents, it appeared that The Garman Group took on more projects than they had the manpower for. This caused all of the delays and confusion as to who was coming and when. Our on site supervisor was good but felt like he too was spread too thin. Very poor communication between finance, design specialist and the building group. The end result workmanship was ok but badly off schedule and required way too much effort on our part to get answers. Billing was about the only thing that held to the schedule and was ahead of the work actually being completed.

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