

The Hands of Sean Perry Co.

Customer Feedback Summary

Of 123 customers surveyed, 101 responded



250 Haywood Road
Asheville, NC 28806
(828) 258-7272
www.seanperryinc.com

GUILDMEMBER SINCE 2009

As a GuildQuality Guildmember, The Hands of Sean Perry Co. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of The Hands of Sean Perry Co. in Asheville, NC; Biltmore Forest, NC; Weaverville, NC; Fairview, NC; Candler, NC; Charlotte, NC; Banner Elk, NC; Hendersonville, NC; Hendersonville, NC; Asheville, ND; and 4 other cities in North Carolina.

In this report, The Hands of Sean Perry Co. has published a summary of the customer feedback they've received since they joined GuildQuality in March 2009. In that time, 101 out of 123 customers (82%) responded to a GuildQuality satisfaction survey, with the most recent response in April 2019.

Recent Reviews & Published Comments

REVIEW

Joe M.
Asheville, NC
Apr 22, 2019



I would suggest you put Jean M and Joe M from Asheville. We would highly recommend the Hands of Sean Perry. They went above and beyond our expectations.

REVIEW

Tommy A.
Biltmore Forest, NC
Apr 11, 2019



We have been very pleased with the relationship we have had with HOSP before, during, and after our project was completed. The job was completed very professionally, on time, and on budget. We were able to do this while out-of-town without any complications.

The Hands of Sean Perry Co.

REVIEW

George K.
Asheville, NC
Sep 26, 2018



This is the second time I have used The Hands of Sean Perry for my second home project in Asheville and I cannot relate how trustworthy this company is. During both renovations, I was at my home in Florida and never gave the project a second thought. I was sent updates weekly and communicated with...

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COMMENT

Additional Comment
Jun 12, 2018

We just wish we had more money to do more projects. Yes it was tough living through weeks of construction, but the end result exceeded our expectations.

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COMMENT

Additional Comment
Jun 12, 2018

We worked primarily with Jake and couldn't have been happier. We are under the impression we would have been thrilled with whomever was lead carpenter on the job - but we were thrilled with Jake for all the reasons stated above.

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COMMENT

Additional Comment
Jun 12, 2018

The detail and level of craftsmanship were exceptional. The care for detail. The determination to 'get it right' and not being satisfied until it was done correctly. Communication was great. The timeliness of sub-contractors was greatly appreciated. Cleanliness of the job site was greatly appreciated...

COMMENT

Additional Comment
Jun 12, 2018

Through a friend who had worked with HSP on a remodel and whose judgement I trusted greatly. Based on this recommendation we consulted with no other contractors.

COMMENT

Additional Comment
Jun 12, 2018

Any concerns we had were quickly dispelled in the initial onsite meeting at the house. We appreciated the candor of many responses - some might not - but a level of trust had already been established so if an idea came up and the response was something to the effect 'you don't want to do that' - we...

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COMMENT

Additional Comment
Feb 27, 2018

I would like to recognize the project manager for his exceptional service.

COMMENT

Additional Comment
Feb 27, 2018

I was most satisfied with the quality of the work and their scheduling and communication of said schedule to client.

COMMENT

Additional Comment
Feb 27, 2018

We were concerned about getting it finished in a timely manner and they did finish it on schedule.

REVIEW

Kim W.
Asheville, NC
Feb 27, 2018

They are very professional and I would use them again!



COMMENT

Additional Comment
Jan 31, 2018

The people on the crew are smart, diligent and tidy. We lived in the house during the work and they did their best to minimize the disruption.

COMMENT

Additional Comment
Jan 29, 2018

Everybody on that team was better than any other contractors we've used.

COMMENT

Additional Comment
Jan 29, 2018

Everything was great. I have zero complaints. We've worked with them before.

COMMENT

Additional Comment
Jan 29, 2018

We had issues with trying to get everything to fit. They had good plans and good ideas of how the plan would fit. It worked.

COMMENT

Additional Comment
Jan 28, 2018

The painting crew were very professional and nice.

COMMENT

Additional Comment
Jan 28, 2018

Quality of the work, ease of communication and responsiveness.

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COMMENT

Additional Comment
Oct 04, 2017

They are a very meticulous planning group who know their stuff. If you are in a big hurry, they are not the group for you because they will not hurry up anything. They want to make sure it is right, and that's why we made a great team.

COMMENT

Additional Comment
Oct 04, 2017

I would recognize the painter, the sheet rock repairman, the mason, and Sean's staff (carpenters and managers) for exceptional service.

COMMENT

Additional Comment
Oct 04, 2017

They far exceeded my expectations.

COMMENT

Additional Comment
Oct 04, 2017

I was most satisfied with the organization and planning.

COMMENT

Additional Comment
Oct 04, 2017

We had a big project, so therefore I was concerned about the planning where it would all flow together and that is where they excelled.

COMMENT

Additional Comment
Oct 04, 2017

Overall this was a great experience, especially when I compare notes with friends who have used other contractors. I would be honored to provide a reference should that ever be needed.

COMMENT

Additional Comment
Oct 04, 2017

I don't think they fell short in any part of the project.

COMMENT

Additional Comment
Oct 04, 2017

The quality of the Sean Perry team and subcontractors he uses.

COMMENT

Additional Comment
Oct 04, 2017

We had been told a load bearing wall could not be moved. The Hands of Sean Perry were confident the wall could be moved and were able to complete the project.

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REVIEW

Derek R.
Asheville, NC
May 12, 2016
★★★★★

I can't imaging working with a better staff and group of professionals! I've always heard contractors complaining about city permitting and inspectors, but I've come to find if a company does things property the first time the city isn't the issue. The Hands of Sean Perry is that company!

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REVIEW

Michelle P.
Asheville, NC
Dec 02, 2015
★★★★★

The Hands of Sean Perry Co hired subs that were artisans who gave us a one-of-a-kind bathroom and living room.

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REVIEW

J.A.J.
Asheville, NC
Sep 23, 2014
★★★★★

We would highly highly recommend The Hands of Sean Perry Co. In terms of working with them, we found them having expertise in working with older homes and they were excellent in communicating with us. We would definitely use them again.

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