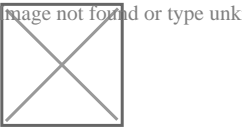


CUSTOMER FEEDBACK REPORT *for*
S.R. Freeman, Inc.



Customer Feedback Summary

Of 164 customers surveyed, 88 responded



89 Dillon Ave., Suite A
Campbell , CA 95008
(408) 364-2200
www.srfreemaninc.com

GUILDMEMBER SINCE 2010

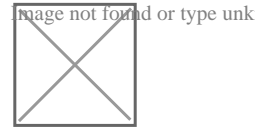
As a GuildQuality Guildmember, S.R. Freeman, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of S.R. Freeman, Inc. in San Francisco, CA; Palo Alto, CA; San Jose, CA; Woodside, CA; Los Gatos, CA; Atherton, CA; Los Altos, CA; Los Altos Hills, CA; Menlo Park, CA; Portola Valley, CA; and 30 other cities in California.

Recent Reviews & Published Comments

COMMENT
Additional Comment
Apr 23, 2021
I've been in construction for 40 years. With a strong background in residential framing I would not hesitate to recommend SR Freeman to anyone.

COMMENT
Additional Comment
Apr 23, 2021
The crew showed up on time every day. No loud music and no drama.



CUSTOMER FEEDBACK REPORT *for*
S.R. Freeman, Inc.

COMMENT
Additional Comment
Apr 12, 2021

S.R. Freeman did an excellent job of identifying a realistic cost up front and then sticking to it. The only change orders were based on elective scope change. Francisco was always available and Joel was very helpful and had a great attitude. I never saw any of them staring at their phones unless on break!

89 Dillon Ave., Suite A
Campbell , CA 95008
(408) 364-2200
www.srfreemaninc.com

GUILDMEMBER SINCE 2010

As a GuildQuality Guildmember, S.R. Freeman, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of S.R. Freeman, Inc. in San Francisco, CA; Palo Alto, CA; San Jose, CA; Woodside, CA; Los Gatos, CA; Atherton, CA; Los Altos, CA; Los Altos Hills, CA; Menlo Park, CA; Portola Valley, CA; and 30 other cities in California.

COMMENT
Additional Comment
Apr 12, 2021

Reliable, organized, dependable.

REVIEW
E.F.B.
San Francisco, CA
Apr 12, 2021
★★★★★

Outstanding professionalism.

COMMENT
Additional Comment
Jan 28, 2021

72 5th Ave completed an exceptional job and I would give them 4 stars on anything as I did not have any frustrations which is unique for them.

REVIEW
Aaron A.
San Francisco, CA
Jan 28, 2021
★★★★★

72 5th Ave exceeded my already high expectations.

COMMENT
Additional Comment
Apr 09, 2019

Project was managed well and built on time.

COMMENT
Additional Comment
Apr 09, 2019

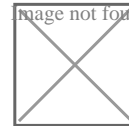
Recommendation and timeliness.

COMMENT
Additional Comment
Nov 14, 2017

I would highly recommend SRF for any large project; I hope to work with them again, soon!

COMMENT
Additional Comment
Nov 14, 2017

SRF added a carpenter when we needed it, and took on outside scope work very well, and met our expectations without exception.



CUSTOMER FEEDBACK REPORT *for* **S.R. Freeman, Inc.**

COMMENT
Additional Comment
Nov 14, 2017

Jose S. ran a great crew of journeymen and apprentice carpenters, and they were very conscientious and thorough in their execution of all work packages. Sean and Charlie were very helpful and responsive throughout the process.

89 Dillon Ave., Suite A
Campbell , CA 95008
(408) 364-2200
www.srfreemaninc.com

GUILDMEMBER SINCE 2010

As a GuildQuality Guildmember, S.R. Freeman, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of S.R. Freeman, Inc. in San Francisco, CA; Palo Alto, CA; San Jose, CA; Woodside, CA; Los Gatos, CA; Atherton, CA; Los Altos, CA; Los Altos Hills, CA; Menlo Park, CA; Portola Valley, CA; and 30 other cities in California.

COMMENT
Additional Comment
Nov 14, 2017

The crew was flexible and worked really steadily with Jose at the lead. We really appreciated the experience of the crew throughout their nearly 4 months on the job.

COMMENT
Additional Comment
Nov 14, 2017

Sean and Charlie were very responsive, and helped to price out of scope work in a very timely manner. The budget tracker is a work in progress, but the billings were excellently transparent and accurate throughout.

COMMENT
Additional Comment
Nov 14, 2017

Having a competent crew that could be mobilized for a substantial duration. Quick turnaround on the pricing by your management team was huge in our ability to present the work pricing to the client.

COMMENT
Additional Comment
May 11, 2017

You guys are great - looking forward to working with you on more projects.

COMMENT
Additional Comment
May 11, 2017

Great communication, reliable staffing, exceptional carpenters.

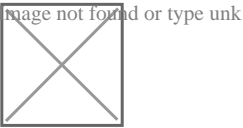
COMMENT
Additional Comment
May 11, 2017

Continue to develop CAD layouts and shop drawings for complex work. This is a huge help to general contractors and something that really sets you apart from other framers. Wherever applicable, look to optimize cost/schedule through pre-fab, pre-cuts, etc.

COMMENT
Additional Comment
May 11, 2017

Manpower / commitment to quality, craftsmanship, and schedules / ability to coordinate and install structural steel with wood framing / cost effectiveness.

CUSTOMER FEEDBACK REPORT *for*
S.R. Freeman, Inc.



REVIEW

Scott H.
Woodside, CA
May 11, 2017
★★★★★

Having S.R. Freeman on any project is a huge asset. Their team of supervisors and carpenters are at top of the industry and their management is organized and responsive. The ability to coordinate and install complex work with structural steel and wood is great. They understand the needs and priorities of GC's and I would highly recommend them to anyone working in custom residential construction.

89 Dillon Ave., Suite A
Campbell , CA 95008
(408) 364-2200
www.srfreemaninc.com

GUILDMEMBER SINCE 2010

As a GuildQuality Guildmember, S.R. Freeman, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of S.R. Freeman, Inc. in San Francisco, CA; Palo Alto, CA; San Jose, CA; Woodside, CA; Los Gatos, CA; Atherton, CA; Los Altos, CA; Los Altos Hills, CA; Menlo Park, CA; Portola Valley, CA; and 30 other cities in California.

COMMENT

Additional Comment
May 08, 2017

Again, the level of partnership is highly important. SR Freeman's team is well experienced and always available. Responses to requests are always prompt and given with a smile. Next to high quality work, this is what most impresses me with SR Freeman as the difficulty and ever changing nature of custom residential work requires the level of enthusiasm and flexibility they offer.

COMMENT

Additional Comment
May 08, 2017

SR Freeman has a great management to field work process and are excellent "partners" to the GC. Timing of updates on pricing, material submittals etc is all of highest quality in the subcontractor world. Timeliness and quality of field work have been fantastic.

COMMENT

Additional Comment
Feb 15, 2017

I am most satisfied with their ability to respectfully run a large job with the staff involved.

COMMENT

Additional Comment
Feb 15, 2017

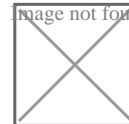
I know Mike and I have worked with him before. I trust him.

COMMENT

Additional Comment
Jan 30, 2017

They met the schedule, and seemed easy to work with.

Image not found or type unk



CUSTOMER FEEDBACK REPORT *for*
S.R. Freeman, Inc.

- COMMENT
Additional Comment
Jan 30, 2017
The most important factors are schedule and quality.
- COMMENT
Additional Comment
Jan 18, 2017
I love working with S.R. Freeman.
- COMMENT
Additional Comment
Jan 16, 2017
The foreman Alonso is a wonderful communicator of issues and timing of upcoming events.
- COMMENT
Additional Comment
Jan 16, 2017
Quality of crew with a supporting staff
- COMMENT
Additional Comment
Jan 16, 2017
Timing of CO's. Tough business to keep up scope changes.

89 Dillon Ave., Suite A
Campbell , CA 95008
(408) 364-2200
www.srfreemaninc.com

GUILDMEMBER SINCE 2010

As a GuildQuality Guildmember, S.R. Freeman, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of S.R. Freeman, Inc. in San Francisco, CA; Palo Alto, CA; San Jose, CA; Woodside, CA; Los Gatos, CA; Atherton, CA; Los Altos, CA; Los Altos Hills, CA; Menlo Park, CA; Portola Valley, CA; and 30 other cities in California.