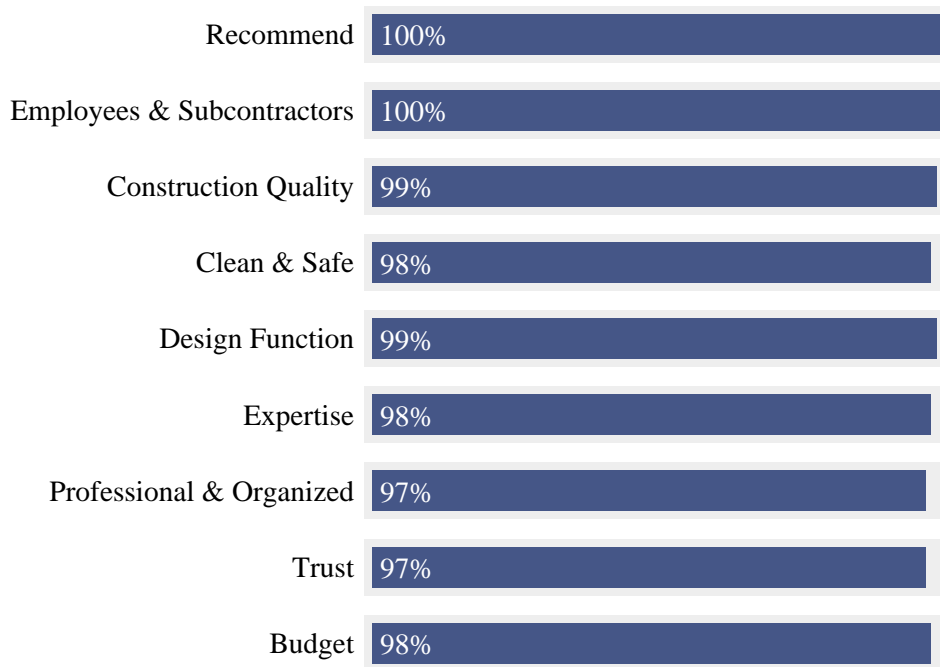


CUSTOMER FEEDBACK REPORT *for*
Stearns Design Build



Customer Feedback Summary

Of 107 customers surveyed, 90 responded



2151 Harvey Mitchell
Pkwy S Suite #219
College Station , TX 77840
(979) 200-6587

GUILDMEMBER SINCE 2015

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Recent Reviews & Published Comments

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REVIEW

Lucy D.
College Station, TX
Aug 16, 2019



Stearns did an excellent job, and our kitchen turned out better than I could have dreamed. We had been overwhelmed by all the potential choices before we engaged Stearns, and we found their design services to be hugely helpful. I was especially impressed by their professionalism. They told us exactly what everything would cost and when things would be done, and they stuck to those promises. They kept us updated every day on what was going on and when to expect workers. A day rarely passed when progress wasn't made on the project. They were absolute sticklers on quality and at times made their subcontractors come back and redo things they weren't satisfied with. A great experience.

REVIEW

Linda W.
College Station, TX
Mar 29, 2019



If you're looking for a design company for your home renovation project who take pride in the quality of their workmanship and is attentive to the clients needs then I recommend Stearns Design Build without reservation.

Comment from Stearns Design Build

Thank you, Linda! We are fortunate to have such great clients.

REVIEW

T.V.B.
Bryan, TX
Mar 06, 2019



The remodel definitely improved our house and our enjoyment of it. I would recommend Stearns to anyone. Ben and Matt seemed on top of everything.

REVIEW

Pam G.
College Station, TX
Jan 04, 2019



Remodel is never fun, but Stearns was able to make it tolerable when the unexpected happened and not drag the job out. The people I came in contact with were very nice and did a good job.

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REVIEW

Michal H.
College Station, TX
Sep 15, 2018



We've used the Stearns team for our bathroom remodel and changing our lower kitchen cabinets into drawers. Their work is outstanding! We will definitely use them for any future remodeling needs.

REVIEW

Mary E.
Navasota, TX
Sep 11, 2018



I am so happy I chose Stearns Design Build for my bathroom renovation. Hugh and his team have high standards and I can't imagine trusting anyone else in my home to do my renovations. Their quality and attention to detail is outstanding. I highly recommend them for your next project. From the first design created by Joseph to the finished product installed by Matthew, and all the in-between support, they will meet and exceed your expectations. They even put up with my retired husband and all my little yappers nipping at their heels! Thanks Stearns for the beautiful new bathroom! I am in love with it! I am saving my money and looking forward to the next project!

REVIEW

Gaye E.
College Station, TX
Jun 27, 2018



The young men they employ are terrific. My complaint was the time line -- I understand some of the situations were unexpected. The communication sagged as time went on. Did not like the e-mail communication when asking and answering questions. The expected time & work to be done was fine by e-mail. I preferred texts for questions and answers. The work done was as expected. Very nice job. I am happy with the results.

COMMENT

Additional Comment
May 25, 2018

There were a number of unexpected delays due to things outside Stearns control.

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REVIEW
David A.
Navasota, TX
Apr 22, 2018
★★★★★

I was most satisfied with the quality of the work, from the design phase throughout the construction phase. I was equally pleased with their efforts to keep dirt and dust to a minimum and their protection of our existing flooring during the project.

REVIEW
Megan S.
Bryan, TX
Nov 29, 2017
★★★★★

Stearns Design Build is focused on providing a quality product. I was ultimately happy with the end product but it required much more oversight than I would have expected from such a highly regarded outfit. My experience was not as positive as I would have liked due to communication and management of expectations related issues.

COMMENT
Additional Comment
Oct 30, 2017

They were a pleasure to work with throughout all phases of the project.

REVIEW
Jeannine L.
College Station, TX
Oct 30, 2017
★★★★★

Stearns Design Build was professional, fair, and courteous. They insured the work was done properly, and delivered a high quality finished product. Everyone was courteous and professional on site and worked diligently to produce the end product we were looking for. Thanks to everyone at Stearns!

COMMENT
Additional Comment
Jun 26, 2017

I was most satisfied with the care they took with our ultimate project goals. Our house is 90 years old, and when there was a problem with rotted wood, they replaced the wood on site.

REVIEW
D.S.J.
College Station, TX
Jun 26, 2017
★★★★★

Stearns Design Build was a great company to work with, they kept us informed at all times and worked in a timely manner. I would use them again.

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Stearns Design Build



REVIEW

Andy H.
Bryan, TX
Jan 20, 2017



Stearns Design Build was a very professional company to work with. They sent me a daily email to let me know who was to be on the site and what they planned on doing for that day. We had a meeting halfway through the project to make sure I was happy and they completed the project early.

COMMENT

Additional Comment
Jan 12, 2017

They were extremely professional and all the work done was first class. Appreciated that they kept us apprised of what was happening and any delays necessary. Work was finished on schedule.

REVIEW

Debby S.
College Station, TX
Aug 25, 2016



Everyone we dealt with was competent and friendly. Daily emails and weekly meetings kept us informed of what had been done and which part of the progress was coming up next. Great experience. My husband and I recommend Stearns highly.

REVIEW

Jim A.
College Station, TX
Apr 11, 2016



Stearns Design Build is a great company to work with. They gave us invaluable help through the design phase of our master bath remodel and then worked very closely with us during the construction phase. All the employees of the company with whom we had contact were professional, congenial, and focused on making sure we were satisfied with the results. We were impressed with the effort they took to keep the construction dust and debris isolated to the area being worked on as much as possible. The finished product is truly a dream come true. And thank you for supporting public radio.

REVIEW

Scott D.
Bryan, TX
Feb 05, 2016



Great people, highest quality work.

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COMMENT
Additional Comment
Jan 30, 2016

project looks just like I wanted it to.

COMMENT
Additional Comment
Jan 30, 2016

placement of plumbing fixture changed

REVIEW
Jim A.
College Station, TX
Oct 07, 2013
★★★★★

All members of the Stearns team worked closely with us throughout the designing and construction phases to insure our complete satisfaction with the finished product.

REVIEW
M.A.K.
College Station, TX
Oct 01, 2013
★★★★★

After looking and speaking to several remodeling companies around the Bryan-College Station area, we chose Design Stearns Build initially due to their quick, professional response to our questions. When we met with a representative to discuss the job, he explained the entire remodel process and then when he advised we would have a project manager over seeing the entire rebuild, that sealed our decision. Throughout the entire remodel, there was frequent communication as to what to expect, if decisions had to be made, etc. We are thrilled with the completed job--it turned out even better than we had imagined and everything was done within the agreed upon budget!

REVIEW
David P.
College Station, TX
Apr 13, 2013
★★★★★

I wouldn't go anywhere else for our remodel projects. Everyone at Stearns Design Build is professional, have outstanding customer service skills and deliver high quality remodel projects that exceed my expectations.

REVIEW
Bob T.
College Station, TX
Oct 13, 2012
★★★★★

The approach by Stearns was very professional from the start to the finish. Elizabeth did an outstanding job of meeting our criteria. Rod did an outstanding job building the project. We could not be more pleased.

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Stearns Design Build



COMMENT
Additional Comment
May 31, 2012

Chuck, Eleazar, Joe, and Ben all did a fantastic job! I am very pleased with how the project turned out. Will definitely call on them again.

COMMENT
Additional Comment
May 30, 2012

They are very reliable and conscientious and very environmentally sensitive.

COMMENT
Additional Comment
Mar 23, 2012

The trustworthiness and technical competence of Stearns Design Build staff.

COMMENT
Additional Comment
Jan 17, 2012

Stearns Design Build has high standards. They have a good quality of work. Stearns is committed and communicative. They also have a very neat construction method.

COMMENT
Additional Comment
Jan 17, 2012

I liked working with Eleazar Garcia.

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