

TriVistaUSA

Customer Feedback Summary

Of 74 customers surveyed, 39 responded



Recent Reviews & Published Comments

COMMENT

Additional Comment
Dec 16, 2014

The contractors did a good job in minimizing dust and other impacts of the construction activities. They generally cleaned up the site every evening and put all trash in the dumpster.

COMMENT

Additional Comment
Dec 16, 2014

Both Michael and John did an excellent job!

COMMENT

Additional Comment
Dec 16, 2014

We can't reiterate enough what a pleasure it was working with the TriVistaUSA people. We sincerely valued the hard work, honesty, trust and integrity of their staff, and the contractors who worked in our home.



PO Box 101148
Arlington , VA 22210
(888) 814-8748
www.trivistausa.com

GUILDMEMBER SINCE 2011

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

We have surveyed customers on behalf of TriVistaUSA in Washington, DC; Arlington, VA; Falls Church, VA; Fairfax, VA; Ellicott City, MD; Carpinteria, CA; Arlington, IA; Silver Spring, MD; Kensington, MD; Takoma Park, MD; and 5 other cities in Maryland and Virginia.

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REVIEW

Paul S.
Arlington, VA
Dec 16, 2014
★★★★★

Michael has an eye for design that has to be seen to be believed. He sees things most people don't. He stressed the importance of keeping the character of our 1927 bungalow intact. The room addition he designed blends seamlessly into the existing structure. The finishing touches to the exterior of our...

COMMENT

Additional Comment
Dec 16, 2014

Michael helped us design our new space by providing lots of good ideas and asking thoughtful questions about our intended use for the space. He worked hard to blend the new room into our existing space. Very detail oriented.

REVIEW

D.G.T.
Arlington, VA
Dec 08, 2014
★★★★★

Professional people that produce a first rate product.

COMMENT

Additional Comment
Dec 03, 2014

Everyone was great. Lori, John, and Victor were exceptional.

COMMENT

Additional Comment
Dec 03, 2014

I was most satisfied with their communication. They did a fantastic job staying in contact with us. They were extremely efficient and thorough.

REVIEW

Ryan W.
Arlington, VA
Dec 03, 2014
★★★★★

TriVistaUSA was professional from start to finish. Everyone on their staff did a great job. We would use TriVistaUSA again in the future and in fact we already have.

COMMENT

Additional Comment
Dec 03, 2014

Tell Michael we love him.

COMMENT

Additional Comment
Dec 03, 2014

I would like to recognize Michael for his exceptional service.

TriVistaUSA



COMMENT
Additional Comment
Dec 03, 2014

I would absolutely recommend TriVistaUSA and I already have.

REVIEW
Tim H.
Arlington, VA
Dec 03, 2014
★★★★★

I have never received a better home improvement final product or better service in my thirty years as a homeowner as I have with TriVistaUSA.

COMMENT
Additional Comment
May 12, 2014

Tell Michael that they did a great job!

COMMENT
Additional Comment
May 12, 2014

Michael provided exceptional service.

REVIEW
Tim H.
Arlington, VA
May 12, 2014
★★★★★

This was a practically perfect experience, and a practically perfect result. I would highly recommend TriVistaUSA for any renovation project, whether it is large or small.

REVIEW
D.A.J.
McLean, VA
Feb 08, 2013
★★★★★

In dealing with TriVista you have a top notch group of professionals who are reliable, knowledgeable and will go above and beyond to serve their clients' needs. They will make you feel like you are their only client and your every wish is their command. The client management aspect is phenomenal. In...

COMMENT
Additional Comment
May 16, 2011

The three masons were great, but the whole team was good.

REVIEW
J.A.R.
Washington, DC
Apr 29, 2011
★★★★★

I have never worked with a contractor that was more attentive, fair in terms of pricing, and had a crew of the sweetest people we have ever met in the construction business, plus they have good work to back it up. I would highly recommend!

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COMMENT

Additional Comment
Apr 25, 2011

Professional, understand and work within budget and are up front and transparent with customers.

REVIEW

Abraham
Washington, DC
Apr 25, 2011



Michael Sauri and TriVista and extremely professional and do quality work in a timely manner and within budget that you set. If you want extras or there are change orders, those modify the budget. TriVista is open and transparent and I would recommend its services (large or samll) to anyone looking to...

COMMENT

Additional Comment
Apr 25, 2011

I was most satisfied by their communication and their willingness to come up with a good plan that worked for us.

COMMENT

Additional Comment
Apr 22, 2011

Design and communication. Michael's eye for design is so amazing and the good communication he and Deborah bring to the table is always effective. We always feel heard.

REVIEW

T.A.D.
Arlington, VA
Apr 22, 2011



Fabulous! We wake up everyday thanking TriVista for their vision. Throughout the entire process TriVista's effective communication and professional and courteous staff built a beautiful and safe home for our family.

COMMENT

Additional Comment
Apr 21, 2011

VERY clean and safe. They cleaned up everything at the end of each day, it was great.

COMMENT

Additional Comment
Apr 21, 2011

Michael and Deborah Sauri, amazing and down-to-earth.

COMMENT

Additional Comment
Apr 21, 2011

Sometimes they didn't finish all the pizza we'd get them.

COMMENT

Additional Comment
Apr 21, 2011

We had been through a nightmare first contractor, so the Trust factor was huge with us, and TriVistaUSA came through in spades.

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COMMENT

Additional Comment

Apr 21, 2011

Everyone interested in a remodel.

REVIEW

O.A.G.

Arlington, VA

Apr 21, 2011



We can't say enough about Michael Sauri and his crew at TriVista USA. Our remodel was rather extensive. We reworked the kitchen and sunroom into a massive greatroom/kitchen, moved the deck, turned the old deck into my office, and added a master suite downstairs among other things... we began with a different...

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