

Adam Nash & Lindsay Schultz

Survey template

Wood Wise: Shortly After Close Survey

Completed

Jul 23, 2020

Address

Raleigh, NC

100% Satisfied



Contact info

Name

Adam Nash & Lindsay Schultz

Project info

Address

612 Macon Pl., Raleigh, NC 27609

Start date

Mar 24, 2020

End date

Jun 19, 2020

External ID

None

Types of work

Kitchen remodeling

Team

None

Designer

Kathy Walker

Notes

None

GUILD QUALITY

Survey conducted by GuildQuality

Email: support@guildquality.com

Phone: 844-585-1199

1. Likely To Recommend

I am likely to recommend Wood Wise Design & Remodeling to a friend.

★★★★★ Strongly agree

2. Professional & Organized

Wood Wise Design & Remodeling was professional and organized.

★★★★★ Strongly agree

3. Schedule

Wood Wise Design & Remodeling adhered to our agreed upon schedule.

★★★★★ Agree Minor delays in material availability due to COVID. WW did all they could to accelerate and keep us on schedule.

4. Budget

Wood Wise Design & Remodeling stayed within our agreed upon budget.

★★★★★ Strongly agree

5. Construction Quality

I am satisfied with the quality of materials and workmanship.

★★★★★ Strongly agree

6. Problem Resolution

Wood Wise Design & Remodeling effectively addressed and resolved problems.

★★★★★ Strongly agree Wood Wise made every effort to accommodate our requests when we had some deviations from our expectations, and we were satisfied with the resolution. Wood Wise even provided tactical fixes for a minor roof issue that came up which was coincidence and unrelated to the project.

7. Clean & Safe

The job site is kept clean and safe.

★★★★★ Strongly agree

8. Trust

I trust Wood Wise Design & Remodeling to follow through on commitments.

★★★★★ Strongly agree

9. Punchlist

Wood Wise Design & Remodeling completed the punchlist in a timely manner.

★★★★★ Strongly agree

10. Dust & Dirt Control

Adequate measures were taken to effectively control dust and dirt during construction.

★★★★★ Agree The house was a bit dusty after the floors were finished, but generally the site was kept clean.

11. Value Received

I feel I received a fair value for my money.

★★★★★ **Strongly agree** The professionalism and flexibility of the project management, the quality of the work, plus Kathy's excellent design guidance, made this project an excellent value start to finish.

12. Design Solutions

The design process offered good solutions for my problems.

★★★★★ **Strongly agree** Kathy had great intuition and really brought our ideas to life, helping us work around some size and space parameters creatively.

13. Selections

The Wood Wise design team made the selections process easy and efficient.

★★★★★ **Strongly agree**

14. Subcontractors

Subcontractors were professional and pleasant.

★★★★★ **Strongly agree**

15. Employees

Wood Wise employees were courteous and professional.

★★★★★ **Strongly agree**

16. Client For Life

I would consider myself a client for life.

✓ Yes

17. Improvement Suggestion

Wood Wise Design & Remodeling is always seeking ways to improve, do you have one suggestion for something we can change?

There were some minor finishes we probably should have discussed as part of the design process (molding choices, specifically), and I believe Kathy and Ben said they would discuss those with clients in the future.

18. Additional Comments

Is there anything else you'd like to share about your experience?

Thank you to the whole team. For a family of 6 displaced from their kitchen for three months during a pandemic, I can't imagine a more painless process.