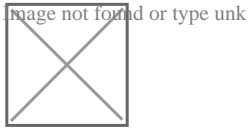
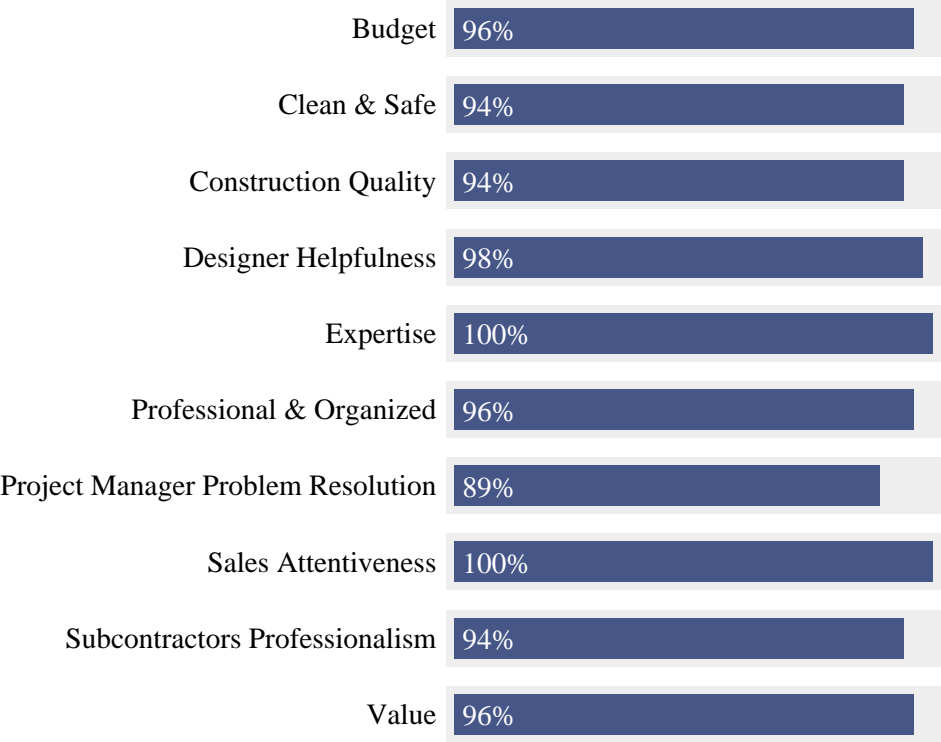


# College City Design Build



## Customer Feedback Summary

*Of 71 customers surveyed, 49 responded*



7910 Lakeville Boulevard  
Lakeville , MN 55044  
(952) 469-6900

### GUILDMEMBER SINCE 2012

As a GuildQuality Guildmember, College City Design Build relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of College City Design Build in Lakeville, MN; Apple Valley, MN; Eagan, MN; Prior Lake, MN; Burnsville, MN; Edina, MN; Northfield, MN; Minneapolis, MN; Rosemount, MN; Savage, MN; and 19 other cities in Minnesota.

## Recent Reviews & Published Comments

COMMENT  
Additional Comment  
Feb 23, 2017

I was most satisfied with the communication from everybody involved in the project and the final product is amazing.

COMMENT  
Additional Comment  
Aug 07, 2015

Quality of work and assistance with design - Attention to detail and the quality of the work is very important to us, and College City met and exceeded our expectations. As far as design, we knew what we wanted as the end result but weren't quite sure how to get there. Rebecca nailed it with all of the choices during the design process.



CUSTOMER FEEDBACK REPORT *for*  
**College City Design Build**

COMMENT  
Additional Comment  
Aug 06, 2015

We enjoyed our experience with College City and will recommend them! Thank you for creating the space we now call home-- it's perfect for our family!

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COMMENT  
Additional Comment  
Jul 21, 2015

I think the design work was wonderful. There were design ideas that as owner, we wouldn't have thought about. We came up with general concepts, but getting it down to specific and innovative design ideas that added and embellished the concept we had was outstanding.

COMMENT  
Additional Comment  
Jun 28, 2015

We soon discovered that when we were looking to having something done, the College City can-do attitude shone through with EVERYONE we came into contact with.

COMMENT  
Additional Comment  
Jun 28, 2015

Tis' a shame I couldn't give you 10 stars. Only once did the schedule take a minor delay and it wasn't through any fault of College City.

COMMENT  
Additional Comment  
Jun 28, 2015

We have always been so impressed with how clean the job site was. It was a major concern but all fears were alleviated.

COMMENT  
Additional Comment  
Jun 28, 2015

It's rare when you can find high quality individuals, with quality materials, and a vision. Honestly, there were no disappointments. College City is the professional operation that others should strive to achieve. Many try, none we know of, ever succeed.

COMMENT  
Additional Comment  
May 21, 2015

THANK YOU for a great project! We look forward to working with you on future remodeling projects!!

COMMENT  
Additional Comment  
Aug 12, 2014

It was a pleasure working with College City Design Build! The remodel has exceeded our expectations and we are thrilled with the results!



# CUSTOMER FEEDBACK REPORT *for* College City Design Build

COMMENT  
Additional Comment  
Aug 12, 2014

The experience was a positive one from the very first meeting with Jeremy to the final punch list with David. It was a pleasure working with Rebecca through the design phase as well. Everyone was very professional and courteous and attentive to all of our questions and concerns!

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COMMENT  
Additional Comment  
Aug 01, 2014

Overall we were very satisfied. Chris Menning was very thorough and responsive. Great personality to work with.

COMMENT  
Additional Comment  
Jul 25, 2014

I'm very happy with this vendor. They are top notch and I wouldn't hesitate to recommend them to others or be a reference for them anytime.

COMMENT  
Additional Comment  
Jul 25, 2014

I was very satisfied with the quality of workmanship, their professionalism and integrity, and their attention to detail.

COMMENT  
Additional Comment  
Jan 21, 2014

My wife really enjoyed working with Rebbeca...she was very helpful and always open to suggestions. Please feel free to use the Faust family for references in the future...As we are more than happy with CC and their staff. Buford Faust

COMMENT  
Additional Comment  
Jan 21, 2014

All sub - contractors were very good and easy to work with. It is always nice to work with people you know and trust...

COMMENT  
Additional Comment  
Jan 21, 2014

Have used CC 2-3 times before...always happy.

COMMENT  
Additional Comment  
May 01, 2013

The communication was fantastic and helpful. We always knew where we were at in the project and what to expect within the next couple of days. David did a nice job keeping us informed and worked hard to end the project within the timeline.

COMMENT  
Additional Comment  
Feb 08, 2013

Thanks for everything. I never want to leave my house and I wouldn't change a thing!

# College City Design Build



COMMENT  
Additional Comment  
Feb 08, 2013

Jerry is a gem. He is hardworking, very knowledgeable, patient, professional, kind and personable. Jerry is very detail oriented and very organized. He was able to keep our project on schedule despite a couple of unexpected setbacks.

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COMMENT  
Additional Comment  
Feb 08, 2013

Bonnie is a very bright, professional and polished designer. And yet, she is very warm, caring and personable. Bonnie has an uncanny memory for details (you only have to tell her once that you don't care for yellow and she will remember that for the remainder of your project). She is very dedicated to her career and position at College City. Bonnie has a wonderful way of making you and your project feel very special to her - she makes you feel you are her only customer. From day one, My husband and I had complete confidence in Bonnie (which was not the case with another company we were considering). Trusting Bonnie made conflicts between my husband and I much easier to resolve. For example, if we could not agree on something regarding design or selection, we would both look at each other and say in unison "Let's ask Bonnie". Bonnie would calmly and professionally give her expert advice and the issue would be solved. She is simply amazing.

COMMENT  
Additional Comment  
Dec 06, 2012

I like the quality of the work and professionalism of the team.

COMMENT  
Additional Comment  
Nov 19, 2012

The end product was great. Easy to work with, no surprises.



CUSTOMER FEEDBACK REPORT *for*  
**College City Design Build**

COMMENT  
Additional Comment  
Nov 19, 2012

I appreciate their ability to listen well and to interpret our desires into a creative solution. I like the way the whole place is coordinated. The quality of the project is clear throughout the place.

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COMMENT  
Additional Comment  
Nov 13, 2012

Consistent communication about what was happening throughout the project was great. There were a couple of details that fell through the cracks, which would be expected on any project of this scale involving lots of people, but the people at College City owned up, took responsibility, and got things squared away quickly. This speaks highly of their individual and corporate integrity. It felt good to work with them.

COMMENT  
Additional Comment  
Nov 13, 2012

We used them to build our home.

COMMENT  
Additional Comment  
Nov 13, 2012

The design process, I liked being able to go through many revisions and I was able to make choices in what I wanted.

COMMENT  
Additional Comment  
Nov 13, 2012

The quality of the work was very good.

COMMENT  
Additional Comment  
Nov 13, 2012

The professionalism of the workers was the most satisfying part of the experience.

COMMENT  
Additional Comment  
Nov 12, 2012

They actually exceeded our expectations.