

CUSTOMER FEEDBACK REPORT *for*
Total Remodeling Systems / Bath Planet of Northwest Virginia

REVIEW
Clement C.
Fairfax, VA
May 03, 2020
★★★★★

Professional and has the expertise to do the job according to code.

3113 Valley Avenue suite 100
Winchester , VA 22602
(540) 678-3700

REVIEW
Vikki C.
New Kent, VA
Mar 30, 2020
★★★★★

This company was great to work with. The staff was very professional and I felt like I had an ear from them whenever I needed to get clarification or wanted to discuss the ongoing project. I am happy with the finished project I can't wait for the pollen in Va to cease so I can go out and decorate.

GUILDMEMBER SINCE 2014

As a GuildQuality Guildmember, Total Remodeling Systems / Bath Planet of Northwest Virginia relies on our customer surveying to help them deliver an exceptional customer experience.

REVIEW
Maureen C.
Fairfax, VA
Mar 26, 2020
★★★★★

This was a very upsetting and aggravating experience from early August until early winter.

REVIEW
Vicky D.
Falling Waters, WV
Mar 21, 2020
★★★★★

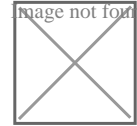
Total Remodeling Systems are very professional, reliable but I think that they should work a little bit on the price.

REVIEW
T.P.S.
Chester, VA
Feb 14, 2020
★★★★★

The experience we had was so bad that it would take too much energy to even write out all the issues we had.

REVIEW
Tonya P.
Martinsburg, WV
Feb 12, 2020
★★★★★

I love my new sun room done by Total Remodeling Systems.



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REVIEW

Brenda H.
Stephens City, VA
Jan 17, 2020



I now have a beautiful sunroom, which a future owner may use for many different purposes and we will enjoy for many years.

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REVIEW

Kimberly H.
Winchester, VA
Nov 23, 2019



Let's just say I won't be contacting them for any other work I want done to my home.

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REVIEW

Kecia H.
Ashland, VA
Oct 21, 2019



Steven, the worksite manager, was professional and seem to do everything in his power to have our deck built in the time frame given. Other associates that we worked with were not as kind nor professional and they were not honest in their use of subcontractors.

REVIEW

Susan S.
Gordonsville, VA
Oct 20, 2019



We love the room but the overall process was disappointing

REVIEW

Mike H.
Midlothian, VA
Oct 15, 2019



They were much improved this second time around.

REVIEW

Kim H.
Mechanicsville, VA
Oct 05, 2019



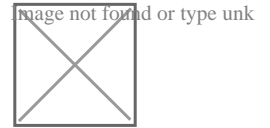
They were very professional. They got all the permits for the extension that they did. They worked very well with the building inspectors, and they got everything that was required done.

REVIEW

D.J.J.
Lake Frederick, VA
Aug 16, 2019



Very professional. We are very happy with the workmanship and the quality of the room! We love our room!



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REVIEW

Delores B.
Henrico, VA
Aug 06, 2019



I am most satisfied with the deck they built me. My experience with them was great because they were nice, they listened, and they handled any problems.

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COMMENT

Additional Comment
Jul 23, 2019

The quality of the workers work was great.

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REVIEW

C.S.E.
White Post, VA
Jul 16, 2019



Totally professional and courteous. Could not have been more pleased.

REVIEW

Maria S.
Round Hill, VA
Jul 15, 2019



We am very satisfied with our sunroom. We enjoy it everyday.

COMMENT

Additional Comment
Jul 13, 2019

The project manager was easy to reach and amenable to changes.

COMMENT

Additional Comment
Jun 03, 2015

i am most satisfied with the the professionalism and amazing follow up.

COMMENT

Additional Comment
May 27, 2015

I was most satisfied in that they removed all the construction debris and cleaned up after themselves.

COMMENT

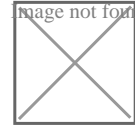
Additional Comment
Mar 20, 2015

Considering they worked this winter, they deserve a 5. Due to the weather, this project should have been postponed, but they did it anyway and did a fantastic job!

COMMENT

Additional Comment
Mar 20, 2015

I was most satisfied with their professionalism.



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Northwest Virginia**

COMMENT
Additional Comment
Feb 06, 2015
The overall communication was really good. I felt that they let us know what was going on and if there were going to be any hiccups along the way.

COMMENT
Additional Comment
Jan 08, 2015
We were very pleased and we will definitely use them again.

COMMENT
Additional Comment
Jan 08, 2015
None. They were very good.

COMMENT
Additional Comment
Jan 08, 2015
Their professionalism. The people who worked and quoted the job were good and they kept me informed. They're very cost competitive as well.

COMMENT
Additional Comment
Dec 15, 2014
We have a little bit of communication problems. Everything else is overall good and I have recommended them to people. There are just a few things here and there.

COMMENT
Additional Comment
Dec 05, 2014
The contact with total remodeling was professional.

COMMENT
Additional Comment
Dec 02, 2014
I am most satisfied with getting things done in a timely manner. They were quick once everything was started.

COMMENT
Additional Comment
Dec 02, 2014
The project manager was very good once he got on site and kept me informed himself as to what was going on.

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