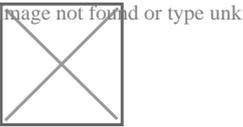
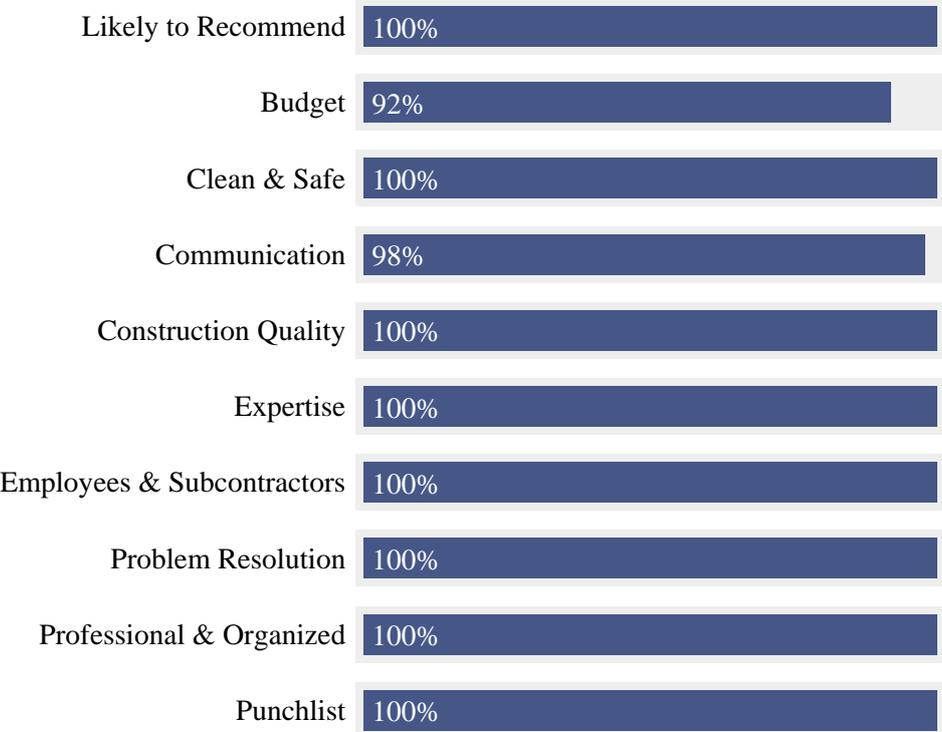


CUSTOMER FEEDBACK REPORT *for*
Designer Builders, Inc.



Customer Feedback Summary

Of 64 customers surveyed, 54 responded



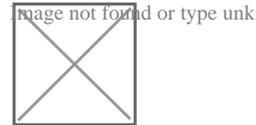
935 Dougherty Rd.
Aiken , SC 29803
(803) 642-8340
www.designerbuilders.com

GUILDMEMBER SINCE 2009

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

We have surveyed customers on behalf of Designer Builders, Inc. in Aiken, SC; Aiken,, SC; North Augusta, SC; Graniteville, SC; Wagener, SC; Trenton, SC; Leesville, SC; Trenton,, SC; North Augusta,, SC; and Salley, SC.

Recent Reviews & Published Comments



CUSTOMER FEEDBACK REPORT *for*
Designer Builders, Inc.

REVIEW
Steve R.
North Augusta,, SC
Jul 16, 2013
★★★★★

The essence of a superior company starts at the top. Todd Gaul has assembled a team of very talented professionals that form the nucleus of a top quality company that deserves the honor of Master Builder. Under his guidance and leadership, Designer Builders has created a home for us that is truly remarkable in its design and quality. I believe the continuous attention to detail in all aspects of the construction is what sets them apart from all other homes by other builders we have encountered. His task to build just the right home for my wife and I was made more difficult by the fact that we lived on the other side of the country. Yet it did not deter his design and support staff from designing, constructing and preparing our home to exceed our expectations. Bill Kolarek, Melissa Day, Melody Binion, Beth Garvin, et. al., were instrumental in supporting us before, during and after our home was completed, and they still provide that support today. It is without reservation that I would recommend Designer Builders to anyone who is contemplating building a new home in South Carolina. Well done.

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COMMENT
Additional Comment
Mar 25, 2013

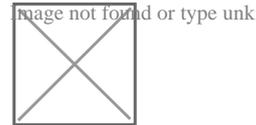
We love them!

COMMENT
Additional Comment
Mar 25, 2013

They are here right now!

COMMENT
Additional Comment
Mar 25, 2013

I was very satisfied with the quality and their scheduling.



CUSTOMER FEEDBACK REPORT *for*
Designer Builders, Inc.

COMMENT
Additional Comment
Mar 25, 2013

We were recommended to Designer Builders by our realtor, Randy Wolcott.

COMMENT
Additional Comment
Nov 13, 2012

Shawn who did most of the work was exceptionally competent, courteous and professional

COMMENT
Additional Comment
Nov 13, 2012

They built our house

COMMENT
Additional Comment
Nov 06, 2012

quality, schedule

COMMENT
Additional Comment
Nov 06, 2012

realtor

REVIEW
SALLY R.
AIKEN, SC
Nov 06, 2012
★★★★★

The entire project ran smoothly from home design and site planning through final punch list and closing. All the sub contractors were professional and met their deadlines. Designer Builders has an excellent office staff plus they provided a consultant who was a great help in arranging for purchases such as appliances. My home was completed on time and the quality is excellent. I had never had a home built before and was somewhat apprehensive but Designer Builders made this a very pleasant experience.

COMMENT
Additional Comment
Nov 02, 2012

The attention to detail was very evident.

COMMENT
Additional Comment
Nov 02, 2012

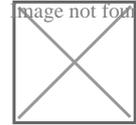
Via Diana Brentnell

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CUSTOMER FEEDBACK REPORT *for* Designer Builders, Inc.

REVIEW

DAVE H.
AIKEN,, SC
Nov 02, 2012
★★★★★

From the very start, Designer Builders was very organized and presented us with a quote within days of our initial meeting. As we already owned our lot, they were able to move quickly to attain site approval and begin the building process. What caught our eye immediately was the capabilities of Todd's staff. They were all very delightful to work with and had a command on all issues. This was our third house that we have built, all custom builders and by far Designer Builders has exceeded our expectations. Keep up the good work!!

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COMMENT

Additional Comment
Sep 14, 2012

It was a very fulfilling experience.

COMMENT

Additional Comment
Sep 14, 2012

I was most satisfied with working on the plan until it was perfect. They listened to any problems I had, and addressed them. I also liked working with Todd and Melissa.

COMMENT

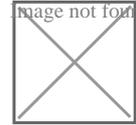
Additional Comment
Aug 28, 2012

The staff is fabulous - Todd, Melody in the front office, Beth, the accountant, Craig and Shawn on the job site and Melissa, the designer all were just great to work with. As I said previously, knowledgeable professionals, but also very nice people. We would strongly recommend speaking to DB before committing to any other builder. The others may seem less expensive, but when you put in the upgrades that are standard with DB, you will most likely spend more and still not get the overall quality of DB.

COMMENT

Additional Comment
Aug 28, 2012

I honestly cannot think of one negative thing to say about the staff, quality of materials and/or workmanship - they were all excellent.



CUSTOMER FEEDBACK REPORT *for* Designer Builders, Inc.

COMMENT
Additional Comment
Aug 28, 2012

Everyone associated with DB seemed to take great pride in their job. We got the feeling that it was not just our house they were building, but theirs. A lot of attention to detail was paid and no detail was too small.

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COMMENT
Additional Comment
Aug 28, 2012

We met Todd, the CEO, at Woodside Plantation, Aiken, SC. He is a professional, but more important, a really nice person. He listened to everything we said and requested. He went above and beyond to accomodate our needs and make a long distance move as easy as possible.

REVIEW
AL L.
AIKEN, SC
Aug 28, 2012
★★★★★

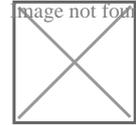
One of the things my husband and I said was that we would never do long distance construction. We lived in NJ, so frequent visits were not possible, but because of the DB website, we were able to monitor progress from a distance. Any time there was a question, even about the smallest detail, we would be contacted either by email or phone for our input. It was never, "oh just go ahead, they won't notice" which we actually heard one of the workers for another builder say.

COMMENT
Additional Comment
Jul 31, 2012

Thank you for the opportunity to share our great experience with Designer Builders, Inc.

COMMENT
Additional Comment
Jul 31, 2012

Everyone working on our project from Designer Builders Inc. and their subs was professional and courteous. The quality of our build is exceptional, and each time we asked for a change to the design that was technically difficult, the team came together and worked out a solution.



CUSTOMER FEEDBACK REPORT *for* Designer Builders, Inc.

COMMENT
Additional Comment
Jul 31, 2012

Every stage of our project was clearly explained by Designer Builders, Inc., all questions answered, and the website dedicated to the project allowed us visibility of all activities through the calendar, financials through the tracker, and progress through weekly photos.

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COMMENT
Additional Comment
Jul 31, 2012

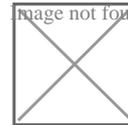
Designer Builders, Inc. stayed on scheduled from the very beginning of the project. When we needed to move up the "accept" date by one week, they worked diligently to make this happen without any detriment to the quality of the work.

COMMENT
Additional Comment
Jul 31, 2012

After reaching agreement on our contract agreement with Designer Builders, Inc., we had visibility and approval of all financials, including execution within allowances (appliances, lighting, flooring, etc.) and any change order we added after the contract agreement was reached. This visibility gave us confidence that we would reach the end of the project without any financial surprises.

COMMENT
Additional Comment
Jul 31, 2012

Designer Builders, Inc. builds the finest home using quality materials and expert workmanship. Neighbors who selected a different builder have all lamented that they didn't use Designer Builders, Inc. because their builders lacked follow-up on punch lists, had hidden costs, and the quality and workmanship was not to Designer Builder, Inc. standards. The follow-up issues have been few, and Designer Builders, Inc. responds immediately, all costs were up front and clear, and the quality and workmanship in our home is unsurpassed.



CUSTOMER FEEDBACK REPORT *for*
Designer Builders, Inc.

COMMENT
Additional Comment
Jul 31, 2012

The entire staff at Designer Builders, Inc. has been exceptional to work with. When you call or send an email, you get a response within the same day, usually within an hour or two. Discussion is clear, often using drawings and other support materials to address decisions and questions, to the point that there is never a question remaining as to what will be done, by when, and at what cost.

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COMMENT
Additional Comment
Jul 31, 2012

The day after we took possession of our new home, we suddenly didn't have hot water in the kitchen. Within the hour of our call to Designer Builders, Inc., a plumber was on site. The problem, having to do with the flow pressure from our tankless hot water heater, was resolved within the hour by courteous, efficient means.

COMMENT
Additional Comment
Jul 31, 2012

Having seen many homes being built, we were pleasantly surprised to find our job site neat, clean and safe. When we visited the site trash was in receptacles and surfaced areas (floors, framed counters, etc.) were free of debris. Tools were properly stored and potentially potentially hazardous situations such as loose cords, extra materials strewn around and the like, were all organized and out of the way of work areas and traffic pathways.

COMMENT
Additional Comment
Jul 31, 2012

The employees and subcontractors of Designer Builders, Inc. were, without exception, professional and courteous. They would willingly go the "extra mile" to make sure we were happy with our home, and welcomed our ideas and questions. They were simply the best!