

Report Date: September 07, 2011

Company Name:

Patios By B&B Inc.

Categories:

Awnings
Landscaping
Landscaping - Hardscaping & Pavers
Lawn Irrigation
Remodeling - Sunrooms & Patio Enclosures

Services Performed:

Yes

* More Weight is given to a report where work has been completed.

Work Completed Date:

July 11, 2011

Last Modified Date:

October 04, 2011

Hire Again:

Yes

Approximate Cost:

\$25,000.00

Home Build Year:

1978

Description Of Work:

Demolition of concrete yard, structures and patio cover, and installation of pavers, retaining wall, lawn, new patio cover, bbq stubs, sprinklers, pool lights, etc.

Member Comments:

Here is a letter we sent to the service provider thanking them for the quality work.

Mr. Paul Goldman
Patios by B&B, Inc.
86 Orchard Irvine, CA 92618

Dear Paul,

We wish to thank you for a job well-done on our patio remodel. Within less than 30 days your crews transformed our backyard from an old and broken landscape to a beautiful and inviting outdoor extension of our home.

We watched your crews perform back-breaking work during the hottest week of the summer to jackhammer and demolish all the old concrete and structures. Jose worked particularly hard and diligently and we know you must value him. We appreciated that all your workers spoke English and did not leave each day until that day's goals were met which kept the completion of everything on schedule. Everyone was skilled in their areas from cutting pavers to pool lighting. William, in particular, did a great job managing the work, the crews, and communicating the details to us. He stayed late several times to make sure everything was done to our satisfaction and we truly felt he went above and beyond, and with such a pleasing attitude. Chuck was also so helpful in assisting us during material



Overall	A
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

selection and other areas of the project.

Jeff made us feel confident from the very beginning that this job would be on time, and that your company would accommodate all our needs and requests. We believed his promise and he delivered, including our half-way mark date request to finish certain portions of the job by a certain date so that we could host a family gathering to celebrate our son's graduation. Your crews not only met that date, they had all their tools and materials cleaned up and set aside for that weekend. No one would have known the job was only half done if we had not told them.

We also appreciated you coming out as well to be insure that all the options for the best result of the work were being considered. So, you can say we are indeed a satisfied customer and would highly recommend Patios by B&B to anyone wanting to transform their backyard. Thank you for the care and quality you put into our project. We would definitely hire your company again and would welcome anyone needing a reference for your services.

Best personal regards,

Lee and Dianna Namisniak
Lake Forest, CA