

**Report Date: September 07, 2011**

**Company Name:**

Patios By B&B Inc.

**Categories:**

Awnings

Remodeling - Sunrooms & Patio Enclosures

**Services Performed:**

Yes

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

**Work Completed Date:**

September 01, 2011

**Last Modified Date:**

October 04, 2011

**Hire Again:**

Yes

**Approximate Cost:**

\$4,185.00

**Description Of Work:**

Installed 13' X 15' Alumawood Insulated patio Cover.

**Member Comments:**

I started getting estimates for the replacement of our wood patio cover that was also termite infested. We had already torn it down because we were having the house repainted and rain gutters installed. I got five estimates with price ranges from 3000.00 to 7000.00 dollars, One of the estimates was from Patios By B And B, Jeff Goldman came out and did the original estimate. When Jeff arrived he was very personable and friendly. He took the time to get all the correct measurements and asked what type of cover I wanted. I told him that I was looking for an Alumawood insulated patio cover that would help to decrease heat on the patio and into the house. He showed me several different product lines and took the time to explain all the details of each type of material. During this time I explained to Jeff that I was very meticulous about how work is done to the house and that I expected quality work. Jeff assured me that Patios by B And B did nothing but quality work and stood behind it too. After talking with Jeff he sent me copies of the estimate the next day by email. I looked it over and went through all my other estimates. I decided that I would use Patios by B And B due to the fact that I was comfortable with the companies reputation and felt that they would do the type of work that I expect.

I gave Jeff Goldman a call and told him that I wanted to use his company, but the price was much higher than what I had budgeted for. He told me that he wanted to come back out with his father Paul Goldman and go back over the original estimate and make sure that the way the cover was to be installed was the best way to do it. He told me that we could talk more about the cost also. Jeff and Paul Goldman showed up in the time frame that we had agreed to. Paul Goldman told me that he was the owner of the company and that he and his son worked together. I was pleased to hear that they worked together, as I also help my son with his business.

Jeff and Paul went over the measurements that Jeff had taken before and explained everything in detail to Paul that was going to be done. When he finished, they both looked at alternative ways to do the installation without having to make alot of modifications to the house, and what would look the best overall. All my other estimates never took this much



<b>Overall</b>	<b>A</b>
<b>Price</b>	<b>A</b>
<b>Quality</b>	<b>A</b>
<b>Responsiveness</b>	<b>A</b>
<b>Punctuality</b>	<b>A</b>
<b>Professionalism</b>	<b>A</b>

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time to make sure the installation would go smoothly and pay attention to all the detail items that I was concerned with. All the other estimates never took more than half an hour. Jeff and Paul combined took about 3 hours to make sure they had all the facts about the installation they needed. This was the type of company that I wanted to do my work!

After they were all done with the measurements and how it would be installed they asked me if that was satisfactory. I told them yes, but the price was out of my budget range. Paul and Jeff discussed it and reviewed the job to be done. They came up with \$4185.00 to do the install. As this was right in the middle of all the other estimates, I felt that Patios by B And B would do the job right, and I had both Jeff's and Paul assurance that it would be, I agreed to the price. I felt that though they were a little more than what I wanted to pay, I was dealing with a company that stood behind their work, cared what their customers thought and were sincere in doing what they say they will do.

The installation started a month later on 8/26/2011, the workers showed up at 10 AM after stopping to pickup all the materials from the manufacturer. Both of the workers names were Jose so I just called them Jose A and Jose B, they were very friendly and were very receptive to my input and items that I would point out to make sure it was done right. Temperatures on the first day at my house were over 100 degrees. Paul also came out to make sure that they understood what was to be done step by step. Both Jose's worked for about 4 hours in the heat getting as much done as possible. Jose A informed me that they were missing one part they needed to continue and that they would be back on Monday to continue the job, I was fine with this as it was getting very hot in the backyard (103 degrees) and I didn't want them to become overheated. I believe they would have continued to work if they had the part, even in the extreme heat. On Monday they showed up when they said they would and went right to work. The work went smoothly and most of the cover was installed that day. Most of the items left to do were detail items. I was a little concerned about how one panel fit together though, I thought it was probably something they planned on taking care of the next day so I let it go. Jeff showed up that afternoon to look at the progress and I mentioned it to him. He thought it might be just the weight of the fan beam that ran through the panel. I told him that I would wait and see if the seam still was an issue after the work was completed. The workers showed up the next day and completed all the detail work. I told them that I was still concerned about the one seam that was not lining up right, about 1/8" off. they told me that they did not know why it was doing that. I told them that I would talk to Paul Goldman about it when he came by, and we would figure a way to fix the issue. The workers continued to complete the install taking care to make sure everything was done to my satisfaction. Paul came by after they left and I talked to him about the seam issue, He agreed that it was unacceptable and it would be taken care of. I felt completely confident that Paul would take care of the issue and paid him in full the balance for the work. He again told me that it would be taken care of and that he wanted to talk to the factory about the issue and come up with a solution, The next day I called Paul in the morning to see if he had a solution for the issue, He told me that his workers were on their way out and that the issue was going to be fixed today. Even if they had to remove the panel and replace it! Jose A and Jose B showed up and looked at the panel and told me how they

were going to correct it. I agreed with them that it should fix it. The problem was fixed and all the panels lined up perfectly. They even went above and beyond to double check all their other work from the previous day to make sure they did not miss anything. When they were done they again asked me to look everything over.

Paul again came out to look everything over once the workers completed the job. He asked if I was pleased with results and if everything was up to my standards. I assured him it was and that I was very pleased with the results and appreciated him taking care of a issue so quickly. Most companies would have put off correcting an install issue for days or weeks. Paul was right on top of this from the moment it was mentioned! My wife and I are very happy with the work that was done and Highly recommend Patios By B And B to anyone that is looking to have one installed. This is the first company that I have hired in a long time that does outstanding work, has commitment to it customers and does everything they say. They really do go above and beyond expectations, so paying a little more is worth it.

#### **ADDITIONAL QUESTIONS ANSWERED WHEN COMPLETING THIS REPORT**

How much did the final cost compare to the original estimate? **lower than estimate**

How does the value of the work compare to the price? **I got more than my money's worth**

How far in advance did you schedule the work? **more than 2 weeks**

Did you find the company through Angie's List? **yes**

If yes, which source(s)? **website**

Why did you choose this contractor? **reputation**

Have you used this company before? **this is the first time I've used this company**

What did you like most about this contractor? **Honesty, sincere, Great customer service**

What did you like least about this contractor? **Nothing**

What surprises came up during the course of the work? **Panel not fitting correctly, Taken care of immediately!!**

What words of advice would you give other members considering this contractor? **Great Company, You get more than what you pay for**

What words of advice would you give this contractor? **Keep giving great service, stay sincere to your customers**

This is your space. Feel free to give us your two cents ... or quote your favorite movie? **Overall a really positive experience**