

# testimonial of the month

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**“I hope you don't mind me writing you, but I have clients who are interested in purchasing/building a home by Stoney River. Bob Gunnison gave me your contact information and I was hoping you would answer some questions (if you have the time) that my clients have. I have listed the questions below - and any help you could give us is extremely appreciated.”**

**1) What made you choose Stoney River over other builders?** The quality of their work – we looked at a lot of new builds when we were relocating to the Atlanta area and were so happy to find Stoney River. The quality of their work was (is) head and shoulders above any other homes we saw. Our real estate agent showed us a Stoney River Home while we were house hunting. We loved the house but it was a little too small for us. After continuing our search without finding anything, we asked our real estate agent to contact Stoney River regarding other properties they were building and looking at building. We ended up having them build a home for us on a newly acquired lot.

**2) Was the overall experience with the builder a positive experience and would you work with him again?** The experience was extremely positive and we would definitely work with Stoney River again.

**3) Are you pleased with the quality of the construction and craftsmanship? Absolutely! Have experienced any problems and if so what?** We had some leaks around two of the smaller windows in the family room shortly after we moved in. I can't recall what the problem was but the Stoney River folks came right out and fixed it. The windows have been fine ever since. We also had a couple of boards on our front porch stairs that warped for some reason – again the Stoney River folks came out and replaced the boards (and repainted the stairs and porch to ensure all matched).

**4) Do you feel the quality of construction/craftsmanship justified the project costs? Yes Was the quality of work consistent with the cost of the project? Absolutely Furthermore, did construction/craftsmanship meet your expectations?** In many cases, it exceeded our expectations – and we're really, really picky. The tile work is just amazing in the house (Stacey does a wonderful job of working with their tile guys – we told her to decide what patterns to use and we thrilled with how all of the bathrooms and the kitchen backsplash turned out) and the front walkway is really extraordinary. The Stoney River crew had explained what they were planning on doing but when we saw the finished product, we were blown away! There are so many small details in the work that they really pay attention to which make the whole house beautiful.



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**5) Did the builder provide you with a list of preferred suppliers to choose from such as flooring, lighting, etc.?** We worked with Stacey to make the selections for the flooring and lighting. We didn't have any problem at all choosing from the samples she had on hand for the flooring. I'm sure they have a preferred source but that didn't become an issue for us. As part of the project we had X amount for flooring, lighting, etc. We definitely stayed within budget for the floors but I did go over budget for the lighting. Stacey and I went to Home Expo and, while I could have stayed in budget, I ended up making some lighting selections that put me a little over budget. The nice thing was that if we were under budget on one thing, that extra money would be applied to another budget line item. Regarding selections for various things, we picked out what appliances we wanted (as long as we stayed in budget, we were fine from our perspective – they didn't say that we had a limit on what brand we selected and the budget was appropriate – in fact we ended up being under budget for the kitchen appliances), what types of countertops we wanted (we didn't want granite in the kitchen and this wasn't a problem), etc. I could go on and on – the bottom line is that Stacey was terrific in assisting with our selections of everything. She has a really good eye for what will go well together but does not force her option on you. She made the selection process very easy – and I was dreading some of it a bit since you have to live with a wrong choice. Everything we selected looks wonderful and goes together.

**6) Did the builder communicate with you regularly and through any type of formal process?** Yes – when we first started the building process we still hadn't moved to the Atlanta area yet. We kept in touch via email and phone. My husband relocated to this area about 6 months before me, so at that point he would have regularly scheduled meetings on the construction site, usually with Cary. Major meetings were with Bob, Cary, and Stacey. The Stoney River folks were so nice about coming for meetings on weekends when I was able to come into town during that 6 month period. Some selection decisions, such as cabinets, had to be made while I was still living in Maryland – and Stacey and I worked through that via email and phone calls. We couldn't have asked for better communication with the builder.

**7) Did the builder give you regular updates on the status of the project, both in terms of construction and keeping to the budget?** Yes – as I indicated above, we periodically had what I termed "major meetings". During these meetings we discussed the status of the build and the budget. When we put in a change request – or discussed the impact of a possible change request – the Stoney River folks were great about making sure we were aware of the impact (if any) to the schedule and the budget. Also of note, is that we communicated regularly with all of the folks from Stoney River on the phone and via email. They were definitely accessible and responsive.

