

Transcribed Reliable Testimonial: Kristin Larson

Danielle: So, we will start off talking about uh well first let's start having you state your name.

Kristin: Sure, Kristin my name is Kristin Larson.

D: How do you spell Kristin?

K: K R I S T I N.

D: Larson?

K: L A R S O N.

D: Alright, uh just maybe explain what the project you had done at your place was?

K: Sure, reliable did essentially a nester suit remodel for us. They redid our master bathroom and made space out of some unused space for a fantastic closet.

D: Ok, and is that is that the only thing you have had re-done?

K: Yeah, only thing so far.

D: Ok. And maybe before we get to some of those questions why did you decide to get reliable to do that job?

K: Yeah, well we looked at a lot of places and uh we chose reliable because the ultimately mirrored their ideas with our ideas. We had some pretty strong ideas about what we wanted to do, and the other companies would listen for a minute and then they would kind of give their own and reliable gave us their own opinions and gave us their own drawings and ultimately came back to what we had hoped for and took what we knew how to do and what we wanted to do and made it made it work.

D: So, a lot of it was design collaboration?

K: It was, it was.

D: And what kind of expectations did you have as far as financially, as far as length of times, as far as cleanliness everything?

K: Sure.

D: Just what kind of expectations did you have?

K: Sure. Well, one of the reasons we went with them one of the biggest reasons was because they put up the expectation that they were going to give us a timeline and they were going to stick to the timeline and probably our biggest one of our biggest um reasons we were happy with them ultimately in the end was that they stuck to it. They really did. If they were behind in a day or something, got backed up they paid, they caught up um, so I expected we expected them to be reliable with their time which they were. We expected uh, we expected probably to pay a little bit more than some of the people that we knew who were using, um contractors who were just on their own. We expected to pay a little bit more and we did. Uh but I think the quality we got and the end product and really the whole, the whole uh, project went well, and I think we got what we paid for.

D: In your um, I was going to say in your opinion, that maybe the little, the little boost in price was worth it in the end?

K: Sure, sure exactly. The, the price that we had to pay was more than what some of the other competition was asking for the job, I think was well worth it.

D: Did you happen to go by the showroom and shake that out?

K: We did

D: And were you, you had the job done what were your initial reactions to what the showroom had to offer?

K: The showroom was fun; it gave us a lot of ideas and it was really nice to be able to go in and look at the product and have somebody there who was helping us choose along the way. It was nice to see it all together. Um, and it was nice because it was local and convenient.

D: And who was your project manager for that?

K: The, the salesperson is Mike DeCoto and then the project manager was Mike Strum.

D: Was it, was it big Mike and little Mike?

K and D: *laughter*

D: Is that what they call them?

K: I don't know, they were both good.

D: But no, what was your experience working with the Mikes?

K: So, Mike Strum was uh, obviously a great salesperson and I know they won't put this, they won't put this but um, my husband is a little bit of a salesperson and he got down to the actual

talk with him and he was very understanding and he helped us understand uh, some of the sculpt of the project and ultimately we were so sold by what the company in general had to offer and what their promise for the project was going to be that we told Mike yes.

D: And as far as like, communication goes do you think that's a big, uh, a big deal that goes with a big project like you had done. Would you say they communicated everything that was going to happen well with you?

K: They did, I think that I'm sure in any project there's gonna be some bumps there's gonna be some changes that need to be made. But the communication was fabulous! They talked to us about what was going to happen. During the project they kept the log with you at all times and wrote pretty much every day back and forth with us. Uh they let us know who was going to be coming into our house and when they were gonna be there. So, communication was good.

D: You talked about how they were good with collaborating and design. Can you give us an example? So, you kinda had conditions. You had a bathroom done so what kind of stuff did you want, and kind of stuff did they come back with and how did that all come together?

K: Sure, sure. Our existing closet was a small closet in our bedroom. And knowing that we were going to build a new closet we were able to take the old closet and incorporate it into the bathroom. So, our idea, one of our ideas, was that the old closet was going to become our shower and it was gonna be a big open shower with a window in it and you were going to be able to walk into the shower and that was one of the things that may have been hard to think about at first, so they came back with a whole rearrange. The tub was gonna go over there and the shower was gonna go over here and so it was kind of mixed around from what we initially thought, and we probably did take some of their ideas from their original plan and then reiterated our thoughts about the shower and they ended up making it a reality. It's perfect.

D: So, you guys shower with the big window and everything?

K: It's exactly what we wanted. Um, the countertop, we, my husband travels and we have been to enough hotels so, and he really wanted a hole in the countertop for your garbage. And um, so they made all that happen. They planned the cabinets to make that work and um were able to help us get the granite cut the right way, it was good.

D: That's actually a really cool idea!

K: You never have to look and see your garbage can! It's in a closet! Just throw everything in there! You never have to deal with dirtballs next to the toilet! Nothing's on the floor! Cause you know how everything just ends up on the floor!

D: Yeah, it does! Great, great idea. Uh, as far as quality goes, I've heard people that have used reliable have said that reliable quality is top of the line. Uh, so talk about not only the quality of the project but the quality of the work and the quality of the people they send into your home.

K: Sure.

D: I mean, for someone you know a stranger to come in it's a big deal. So,

K: Yeah. So, first and foremost the quality of the people who came in was the best. They were always kind they were always courteous; they knew exactly what they were doing. The product of everything they did came out so well! Um, and then I think that the um, occasionally there are some hiccups with um the toilet that has a leak, you know a flusher that doesn't work perfectly well, or a shower drain that might leak. And so, the quality of a couple of things after even a year was off slightly but what impressed us even more was that they were able to get the people back who knew what they were doing. They came back into our home a full year later and took care of anything that was a little bit off and they didn't charge us for that, so they really follow through on wanting the customer to be happy.

D: Best customer service,

K: It is.

D: It's not only during the project while it's going on but if but if there's anything was wrong there's security.

K: Exactly. Like there's a format that they use where um at the end of the project you talk about the things that you want looked at again to make sure everything is absolutely perfect. And then, they come back to you six months later and then they ask again a year later and um, they were able to come back and make sure everything was perfect.

D: With big projects like that things settle I know we had a little addition put on our house and like you said they came back a year later and it had settled a bit so some paint had started to crack but they would come in and take care of it.

K: Yeah, the people who they have come in to do their work we liked so much that we may have called them for a side project or a thing or two. They had an electrician to come put in a light or a plumber to come fix another part of the house. We were really impressed with their trades people.

D: It says a lot about the people that they choose.

K: It does.

D: As far as uh, time, when was the uh, the timeline, the date they gave you and how close were you to it?

K: Oh, I don't, horrible memory! I wanna say it was, it was a fairly big project, and it was probably uh, three month or so project from the beginning to end and they volunteered they did a good job. One thing that is obviously awesome is that they don't start the project until they have all of the supplies in hand so they're not starting and then you are waiting. It's there and then they stick to their schedule so from the time we decided to do it there might have been a little bit of a wait time but that I'm sure makes it smoother once it starts it's pretty seamless.

D: Realizing that wait time before they start time and then during...

K: Me too me too. And they actually did a really good job because it was far up in probably the farthest part of the house from where you walk into the house. So, they had to go through the whole house and where we all live um, and all four boys and all the stuff and up the stairs and past everybody's bedroom and into our bedroom and through that whole thing so they also take, take good care of the house. Um, make sure they had covered all of the floors. They cleaned up every day after themselves, it was a really really good experience.

D: So, they respected your space?

K: They did.

D: Not only the space they were working at but the space that they had to use.

K: That they had to use. And for the most part they respected our time as well. And um, they had people show up when they said they were going to show up and they left where it did not encourage into our family time. And when Mike came in to check on things, he would make sure he would get in touch with me so I could be there, and we could talk. It was good yeah.

D: And like you said they kept it clean? That's pretty much all of the questions I have to ask but are there any other thoughts or ideas or comments you have about their work about their people, if you would recommend them to friends?

K: Yeah, I think that, from what I understand the woman who helped us, I don't even know what her title was but she kinda helped us with the design, Once the drawings were in, she helped with the cabinets and choosing the floor and choosing the lighting she was amazing! I don't think she is there anymore but the fact that they have somebody there that can actually help you with the details if you're not necessarily good at doing it on your own that was really helpful.

D: Did you recommend them to your friends?

K: We have! We had um, one friend who wanted to do her kitchen very shortly after we were done, and she was wavering between two companies because this one was more expensive and ultimately, she saw how our product looked and she went with it and was very happy with her product too.

D: And kinda what is comes down to it sounds like is when having something done to your home you are willing to have a little bit of a premium to know that it's going to be done right and respectfully and there's no better, uh, no better person to ask than someone who's had it done and as a friend.

K: Yeah

D: And whose opinion you can trust cause whose opinion can you trust?

K: Yeah, and we did, there were a couple other companies who had much cheaper prices.

D: Sure

K: But there were a couple other companies in Naperville that were right along the same price and ultimately the premise that they would be reliable on the time was what sold us.

D: Very good anything else you wanna add?

K: I don't think so!

D: I think we're done here!