

Our Customers Speak!

Glenelg Estates, Glenelg, MD

“I have really enjoyed our experience each step of the way. Liz Dunn [sales manager] has been absolutely fantastic. She is super supportive, helpful, a great communicator, and just all around great at her job. She has made my husband and me very comfortable. Mike [Assistant PM] and Dan [Senior PM] are fabulous too – they are both always available and have really eased our minds and worked with us to help us understand what is going on and what our options are. You have a great team at Glenelg Estates!”

—Cathy R., Glenelg Estates

“What a positive “Toll Experience” my husband and I had at Glenelg Estates! In Liz Dunn, you truly have the perfect person to represent Toll Brothers – she was always there ever step of the way. ... we weren’t just another number. Mike Martin [Assistant PM] is another perfect representative for the Company. He answered all my husband’s emails promptly, efficient, and with much patience. I will never forget one of Mike’s comments: “Our goal is to make sure this house knocks your socks off!” He was so right – this house exceeded all my expectations! ... My husband and I took a while before we decided ... and Dan [Stebbins, Sr. PM] used to call us and tell us about certain Toll events ... it was nice to know that they were still thinking about us (and yes, persistence pays off). ... My husband and I have managed a lot of people during our careers and to find an individual who will do “whatever it takes” to get the job done is a very rare find. ... We received the best of both worlds – the security of a reputable national builder as well as a personal touch that I felt you could only get if you went with a small local builder. Again, Liz, Mike, and Dan personalized the experience so we didn’t feel like a number. I always see in your advertisements and signs that “you build dreams”; that is truly the fact in my case. I have my dream home and I will forever be grateful to your team. Thank you!

—Shari P., Glenelg Estates

“I wanted to share how pleased both my wife and I are with the beginning phase of our purchase. In particular, I would like to recognize the sales staff of Sharon Nugent and Liz Dunn. In what can be a very overwhelming and stressful situation throughout the home buying process, we have found that both Sharon and Liz have made this a very exciting experience. We are both very pleased with their attention to detail, knowledge of the homes and community, and their immediate response to any and all questions that arise. We look forward to the next few months building our dream home and know that we are in good hands.”

—*Alex & Joanna W., Glenelg Estates*

Follow-up letter from Alex & Joanna W., Glenelg Estates:

“As recent homeowners, we would like to express how pleased we were with the Toll experience. From our initial preconstruction meeting with Mike [Martin, Assistant PM], we knew we were in good hands. Through the process, Mike has been nothing short of outstanding. In what is the most stressful part of building a home, he has been there for us every step of the way ... While this is our third and hopefully final house, I can honestly say that this is the first time I truly felt like I was a part of the building process. Thank you to all, and Mike Marin in particular, in making our dream home a reality.”

—*Follow-up letter from Alex & Joanna W., Glenelg Estates:*

“My husband and I recently closed on our new home in Glenelg Estates. We both wanted to let you know what a terrific experience we had with Dan Stebbins [Sr. PM], Liz Dunn [sales manager] and Mike Martin [Assistant PM]. From the point we signed the contract to our closing date, the entire Toll team was dedicated to our complete satisfaction. ... This is actually the fourth home we have built, and it was far and away our best home building experience. On top of it all, we are so pleased with the quality of our house and are just delighted to be able to settle in and watch our boys grow up here. It was important to us that you know what a great team you have; they definitely deserve some recognition for their efforts in making us the happiest homeowners in Glenelg Estates.”

—*Tony & Jenny B., Glenelg Estates*

“I’m sure you hear it a lot but I just want you to know that Shari and I think your on-site team (Dan, Mike, and Liz) are wonderful to work with. Truth be told, we were a little worried about dealing with such a large company like Toll; however, you guys have certainly personalized the process to the point where we forget about the big company. It's truly a refreshing change to work with highly competent and professional people. Thanks for making us feel comfortable during this home-building process.”

—*Scott & Shari B., Glenelg Estates*

“As soon-to-be homeowner in Glenelg Estates, I was attracted to Toll homes not only by the elegance of the home designs but also by the charm and courtesy of sales office personnel Sharon Nugent and Liz Dunn. Since we signed our contract, the above-mentioned staff, together with project manager Dan Stebbins and project engineer Mike Martin, assisted us ... and demonstrated flexibility and professionalism, thereby making our dream home a reality.”

—*Dr. T., Glenelg Estates*