

## Our Customers Speak!

### The Enclave at ArundelPreserve, Hanover, MD

“I wanted to say thanks for helping Julia & me select our new home. Because my travel time was very limited... It was a hectic 5 days trying to determine if/what we would buy; but you made the process very manageable. We really appreciate your taking every opportunity to accommodate our numerous visits and address all our questions and concerns. Carey Staley, TBI Mortgage Business Development Manager, and Michelle Kim, Design Consultant, were also extremely helpful and played key roles in settling our mortgage and finalizing design decisions, respectively. Again, thanks to you and your team for all your help. Julia & I look forward to working with you to complete our new home.”

—*Jim & Julia Z., The Enclave at ArundelPreserve*

“We wanted to commend ... you ... for exceptionally superior customer service throughout our home purchase process. Our challenge of purchasing, construction, and financing a new home while living overseas was mitigated through constant email and phone communication with Nate [project manager], Robyn [sales manager], and Carey [mortgage manager]. Michelle [Design consultant] ... kept the Design Studio open after hours to accommodate design selections for our new home. Carey’s team of mortgage loan specialists ... negotiated an even lower rate for us just days before our closing ... The support we received from Nate, Mike, and Keith [construction managers] throughout the design, construction, inspection, and move-in phases was superb. ... They ensured construction standards met or exceeded the standards customers expect from a luxury home builder. Please pass on our heartfelt appreciation and thanks to your team for a job well done! We have already recommended Toll Brothers and ArundelPreserve to a number of acquaintances. We look forward to spending quality time together in our beautiful new home.”

—*Follow-up letter from Jim & Julia Z., The Enclave at ArundelPreserve*

“We have enjoyed all the get-togethers you’ve had for the homeowners this past year. I’ve told all my friends about them, and I have even invited a few to some of the gatherings. They have been very impressed and I believe at least one couple came back to see you about a home. Thanks for all your hard work, organizing these events! What a great way to meet our new neighbors!”

—Joan T., *The Enclave at Arundel Preserve*

“I was extremely pleased with Nate Beidle [project manager]. He is highly professional; he works only to keep the customer happy. We are very happy with his service, because he answers all our questions as soon as he can, talks with respect, and above all, makes his customers satisfied. Nate Beidle is a great asset to Toll Brothers.”

—Jagdish & Smita T., *The Enclave at Arundel Preserve*

“As we began searching for a home, we had the good fortune to stop by The Enclave at Arundel Preserve. We want you to know how appreciative we are of your hard-working and dedicated team here. Your entire team has been a pleasure to work with through the entire purchasing and design process. They could always be counted on to be supportive as they worked to be sure we were satisfied ... Should we ever be in the situation of facing another relocation, our Toll Brothers experience will be the basis for looking to find a home in another Toll Brothers development. We thank your entire team for a job well done and we thank Toll Brothers for the emphasis on building quality homes.”

—Don P., *The Enclave at Arundel Preserve*

“I would like to commend Nate Beidle, our project manager, for a job well done! I got to know and work with Nate after he took over the responsibility of site project manager ... I was impressed whenever I got to see him deal with our residents and their needs – however large or small – at our first community meeting. He also demonstrates great leadership and attention in responding to the needs of the community. It is important that hard work be recognized and nurtured. Thank you.”

—Huan B., *The Enclave at Arundel Preserve*

“I want to express my extreme pleasure in buying a Toll Brothers home at the Enclave at Arundel Preserve ... The team is top notch, extremely professional, courteous, and an absolute asset to your company. I just wanted to express my appreciation for all the help that they provided me, making the design and purchase of our new home an easy and enjoyable process. I will definitely recommend anyone that I know who is looking for a new home to take a look at a Toll Brothers home ... One look at the beautiful model homes and you'll be hooked!”

—Jose & Joy C., *The Enclave at Arundel Preserve*

“You've done really fabulous job in handling everything, especially answering all my questions. Thanks for making the sale process so smooth.”

—Max M., *The Enclave at Arundel Preserve*

“Don and I wanted to thank you for the great open house ... regarding decorating. What a terrific opportunity to get advice from someone who is in the know! ... As always, we love having the opportunity to see neighbors and meet new residents, too.”

—Don & Jean P., *The Enclave at Arundel Preserve*