

Our Customers Speak!

South Riding, South Riding, VA

“We are writing to let you know that our home buying experience with Toll Brothers was first class all the way. From beginning to end, your team of Kim, Kari, Christine, Stacia, and Tim were always there for us. We are very pleased with our home purchase and the home itself is great. ... Toll Brothers stands head and shoulders above other builders. ... Thank you Toll Brothers for a great staff and a superior product!”

—*William & Lenora H., The Amberlea at South Riding*

“My husband and I were referred to Toll Brothers by a friend ... One thing that stood out among all other builders was the personality of the staff and their knowledge of the product. ... We truly enjoyed the experience of the Design Studio and all the options available. We were really able to customize our house and make it unique to us. ... The entire team worked with us on our timeline as we were juggling our wedding/honeymoon and trying to get moved in before the holidays, which they did!! ... We would most definitely refer anyone to Toll Brothers (any community).”

—*Jamie-Lea & Steven B., The Villages at South Riding*

“We spent a year looking at over 70 homes ... and made a very careful choice to go with Toll Brothers. It was one of the best decisions we ever made and ... our experience with the local Toll team has been absolutely fabulous. ... The Design Center was pure fun ... we absolutely love our final tile and listello choices, the warm matching woodwork, and our stone fireplace ... We plan to live here for decades to come! Thus, we got nothing less than the perfect house we wanted and owe it to your extraordinarily hardworking team on the ground here. Friendly, patient, and generous. Thank you, Toll Brothers!”

—*Sanzar & Sara, The Fairways at South Riding*

“From the first day I stepped into the sales office until I closed on my home, Mrs. [Kari] Mitchell was always very patient, understanding, and willing to answer any questions or concerns I had ... I really cannot thank her enough. I initially was working with an outside lender, and was forced to move my closing date three times. I ... contacted Ms. [Celeste] Rexroad and transferred to TBI ... within 12 hours of sending in all necessary documents, my file was in Underwriting. It was such a smooth process. Once again, thank you for the hard work and dedication in making my first home buying experience pleasurable.”

—Mike B., *The Amberlea at South Riding*

“I have purchased 3 new homes (...2 by Toll Bros) – and I can say with certainty that my most recent experience with my home purchase ... was the most refreshing. The team from the beginning took customer service and professionalism to a new level. ... The experience working with the team ... has been extraordinary! They have made a normally stressful experience one that is truly enjoyable!”

—Bobbe S., *The Villages at South Riding*

“I just wanted to extend my appreciation to you for everything you’ve done for us throughout the past year; this was our first home purchase and you, along with everyone at Toll helped make the process seamless and very easy for us. One of the main reasons why we opted to purchase from Toll was because of the outstanding customer service provided by especially you, Tim and everyone in your office. The entire process was a one-stop shop for everything we needed. You took the time to listen to our needs and always made us feel very warm and welcomed. We love Toll’s build quality and nothing even comes close (we’ve seen a lot!). We want to express my appreciation to the entire Toll Brothers team for making our dreams come true! And we look forward to meeting with you again when we purchase a single-family home! Once again, thank you for everything!”

—Don & Lorraine R., *The Amberlea at South Riding*

“I just want to take a quick moment to say thank you so much for the quick response to all of our issues and concerns we have had since moving into our home in South Riding.”

—*Daniel & Amanda S., The Fairways at South Riding*

“My wife Katie and I have worked with other builders and we can say that they were not comparable to Jason Shipe [construction manager]. Jason showed that Toll Brothers places customer service first. I was very impressed with how much Jason cared and how well he listened to the new home owners ... he went out of his way to keep us informed, and is an asset to your company. He made our home purchasing with Toll Brothers very pleasurable and if we decide to buy another house in the future, it would be another Toll Brothers home.”

—*Justin & Katie C., The Villages at South Riding*

“I am a recent proud owner of a new Amberlea townhouse ... [and] ... write to express my appreciation for the excellent support I received from Kimberly Shehadeh, your Sales Manager. She dealt with my case with speed, professional competence, and efficiency. It was a pleasure to interact with her.”

—*Meekal A., The Amberlea at South Riding*

“We thought you would like to know that you have a phenomenal team (sales, design, and construction) working in South Riding ... Your Toll Brothers Team in South Riding is doing things right. From our very first encounter with the Sales Team to closing, your Team in South Riding created the experience we were looking for, i.e., an enjoyable home building experience that was fun and personally rewarding. At the end of the day, we bought the dream home we were looking for and have only positive things to say about Toll Brothers.”

—*Greg & Ann Marie W., The Fairways at South Riding*

“Ms. Kimberly Shehadeh, Mr. Tim Burke, Ms. Stacia Glass, and Ms. Lori Grovac have been extremely helpful, responsive, and professional in all aspects. I would definitely recommend Toll Brothers’ South Riding to friends and family.”

—*Demi H., The Amberlea at South Riding*

“I felt compelled to write you to share my wonderful experience with the sales team, the mortgage company, and the construction team. This is my second Toll Brothers home, and ... from my first visit to the sales office, Lisa Smith and Courtney El-Ghoul (sales managers) made me feel very comfortable. They took the time to get to know me and ... understand my individual needs in looking for a home. ... They went above and beyond in making sure I was going to be happy with the end product. ... The design center was an amazing experience ... I would like to commend Toll Brothers for putting together such an outstanding team. From beginning to end, my home buying experience far exceeded my expectations.”

—*Deborah L., The Villages at South Riding*

“In 31 years of being a top producer with the largest and most productive real estate company in the area, this is the first and only letter that I have been compelled to write. The service provided to me and the clients was over the top. You certainly have an incredible, professional team at The Fairways. The home turned out to be stellar by all accounts. The grand finale occurred with the settlement company Westminster Title. Candy, our settlement agent, was positive, informed, and organized, and above all, had a warm sense of humor that put all at ease. The home buyers and I will be forever grateful.”

—*Anna E., Associate Broker, for Larry & Christine T.,
The Fairways at South Riding*

“We know that not many builders offer the one-year warranty like Toll Brothers. We know that the warranty is a nice privilege. We are glad that Chris was handling out warranty and we hope that Toll Brothers warranty team keeps up the good work!”

—*Sue Yeh J., The Fairways at South Riding*

“From the very first moment that I stepped into the sales office, I got a very good feeling. Kari Mitchell was my sales representative and she handled herself in a very professional manner. After making the decision to purchase the house that I am in she made the process easy and stayed on top of things for me. Tim Burke is the best senior construction manager that I have had the pleasure to work with. This is my second new construction home. Overall, my experience was very good and I am now enjoying my new home.

—*Deborah F., The Amberlea at South Riding*

“We are slowly settling down in our new house ... and wanted to thank you ... It was a pleasure working with you in the whole home buying process and we appreciate all your help.”

—*Abhijeet R., The Fairways at South Riding*

“I would be remiss not to write this letter about your employees. It is rare to get quality service ... from true caring professionals. Toll Brothers should definitely be proud of their dedication and outstanding work ... we will be certain to recommend Toll Brothers ... to our family and friends.”

—*Jeffrey K., The Fairways at South Riding*

“Excellent customer service, and I would recommend Toll Brothers to anyone I love and care for, and who ever else looking for a wonderful builder and great community. The biggest reason for me picking this specific community again (since we already own a Toll Brothers home) is because of the great service ... Thank you from the bottom of my heart.”

—*Anne P., The Amberlea at South Riding*

“My wife and I are very delighted to say that you and your team have helped us a lot during this entire year of fulfilling our American Dream.”

—*Ram K. & Surya R., South Riding*

“From the time we first visited the Toll Brothers sales center, we have had nothing but outstanding service from all the professionals that we were fortunate to meet during the home building process. We look forward to spending years in our Toll Brothers home and would highly recommend your company to anyone we know that would be interested in building a new home by an outstanding builder.”

—Darrin & Shannon S., *The Fairways at South Riding*

“I plan on buying more homes in the future and am now convinced that Toll Brothers is a company that strives not only to build quality homes, but to build a network of happy homeowners by hiring top-notch people.”

—Jin K., *The Fairways at South Riding*

“His [Chris Bollinger] customer service is truly indicative of the quality of service that Toll Brothers promises to deliver. Thank you and keep up the good work.”

—Maria D., *South Riding*

“I would like to extend my personal thanks to you and Toll Brothers for the on-time completion of my home in South Riding and the quality in construction. In the past I have worked for several other builders and have worked in high-end reconstruction/remodeling. I am impressed with speed and quality of construction, choice in subcontractors and particularly in your Site Superintendent, Bob Sammis.”

—Thomas B., *South Riding*

“This is to express my thanks to you for prompt attention paid to my request and also to the Toll Brothers Customer Service Coordinator for the exceptionally effective way in which he completed all the items listed on my warranty request.”

—Michele van A., *South Riding*

“The work performed on my home by the Warranty Department can only be classified as exceptional! Thank you for a job well done. Keep up the good work!”

—Jong L., *South Riding*

“We are not only pleased, but pleasantly surprised with the fact that the relationship between buyer and seller did not stop at the time of settlement. During the following year, inspections were performed and items repaired, not only in a timely fashion, but every time the visits were made to fit our schedule. We have never been inconvenienced by an appointment being missed or a workday lost.”

—*Atilio & Maria C., South Riding*

“Thank you very much for the excellent service your company provided through the contractors you supervised. The work they did was fabulous and we appreciate the way it was done. Especially Chris, you are SUPER!”

—*James J., South Riding*