

Our Customers Speak!

Marlboro Ridge, Upper Marlboro, MD

“We looked at several different communities in the DC metro area before we came to Toll Brothers’ Marlboro Ridge. As soon as we saw the model home, we were convinced that this is where we belonged. Toll Brothers has so many details and luxuries in their homes that really make a house into a home. Nowhere else will you find a builder that makes communities with the high level of quality, the attention to detail, and the focus on customer satisfaction as you find with Toll Brothers. We recommend Toll Brothers to all our friends and family members.”

—Aneeta and Khristopher Y., *The Meadows at Marlboro Ridge*

“I wanted to say Thank You to the Toll Brothers staff for the wonderful Grand Opening (pool/clubhouse on 5/21). The clubhouse and pool are just beautiful. I felt so proud to call Marlboro Ridge home. Toll Brothers has really put a lot of thought and effort into making this a “community” and it is appreciated! I am very proud and thankful for all of your efforts in building a quality, first-class community.”

—Christie B., *The Glen at Marlboro Ridge*

“We absolutely love our house and would like to take this opportunity to thank you for an outstanding product through your commitment to excellence! Our house is truly a thing of beauty and we are very appreciative! We would especially like to thank three remarkable people, without whom our vision and hopes would never have been a reality ... your dynamic team! We consider them to be more than merely the people who were instrumental in helping to build our dream house ... more than just professional people who came together to give us a product beyond our imagination ... more than people who were attentive, organized, diligent, and persistent in fulfilling our needs. More than all that, they are key contributors to ushering us into the Toll Brothers family! We are thankful to them!”

—Paul & Donna W., *The Estates at Marlboro Ridge*

“I want to thank you again for all your assistance during my home buying/building project. Everything turned out exactly the way I envisioned my home to be ... PERFECT! I am very excited and glad I chose Toll Brothers and Marlboro Ridge as the community and home for my family. For so many reasons, this phase of my life is all about new beginnings and my beautiful home is a great start to begin on this journey.”

—*Lanesia W., The Meadows at Marlboro Ridge*

“I am very pleased with my decision to purchase a Toll Brothers home. I would without hesitation refer anyone to Toll Brothers.”

—*D M., The Meadows at Marlboro Ridge*

“I had to take a moment to let you know about the high level of service I have received ... during my home buying process ... I found the model home to be quite lovely but a bit large, and the Sales Manager recommended the Creighton Manor model, and ... made arrangements with a homeowner so that I could take a tour of the home. I was immediately sold and signed my contract soon after! [Throughout the process, everyone] went above and beyond the call of duty! I really appreciate the extra effort and service and look forward to closing on my beautiful home.”

—*Mr. & Mrs. Godfrey J., The Glen at Marlboro Ridge*

“I wanted to take the time to express how happy we are with our new home and the service we received during our one-year warranty work. The house has lived up to our expectation of what a Toll Brothers home should be. It gives me immense pleasure every time I turn into Marlboro Ridge. It is truly a wonderful community.”

—*Rob H., The Estates (Warranty) at Marlboro Ridge*

“I would like to take this time to recognize the quality of your home building. The Toll Brothers brand does stand for quality and as a homeowner you can see this quality craftsmanship every day in your home.”

—*Mr. & Mrs. Michael S., The Meadows at Marlboro Ridge*

“I couldn’t be happier! I don’t think I could have asked for a better neighborhood and a more wonderful community. ... I have fantastic neighbors and I live on a quiet street in a beautiful woodland setting. ... There were so many options to choose from ... I wouldn’t trade the experience for anything. The sales office folks are great to work with, friendly and knowledgeable with a willingness to help you understand the process. I would definitely recommend Toll Brothers. Thanks again, Marlboro Ridge. I’m home.”

—Gary H., *The Meadows at Marlboro Ridge*

“I am a very, very happy homeowner ... due to the outstanding beauty of my lovely new Toll Brothers home and the experience I had purchase it. Chris [project manager] worked with me for over 3 years ... he treated me as if I were family and continues to do so today. Doug [sales manager] is a financial wizard. These two guys are phenomenal ... professional, courteous, dedicated, and committed to Toll Brothers goals and objectives. My lovely new home has given me more joy than what I had expected. When I first visited the model, I was swept away with the beauty of the home and the architectural details. ... I am so pleased and overjoyed with my selections and how it all came together. The Design team (Michelle and Dashonna) both provided me with good professional advice, and as a result my house is the BOMB! Each time family members or friends visit, they rave about how well built and gorgeous it is ... I really appreciate the time, effort, and commitment shown by Chris and Doug, and want to really express my gratitude to them and the rest of the Toll Brothers team.”

—Sondra W., *The Meadows at Marlboro Ridge*

“We had often driven through Marlboro Ridge and walked in to view the model and ‘wished’ that we could move in to this beautiful home ... We have enjoyed being a part of the Meadows family. Each day that we enter our home, we feel like we made a great investment and decision. This is the best community in Prince George’s County.”

—Kenny & Monica N., *The Meadows at Marlboro Ridge*

“I wanted to share our thanks for the “above and beyond” professionalism and customer service provided by Sylvia Cowles [sales manager] a Gary Benesh [construction manager]. They were always there when we needed them, rain or shine, day or night, bending over backwards to keep us informed and happy that we chose Toll Brothers.”

—Robert & Susannah S., *The Estates at Marlboro Ridge*

“You made a great difference in my pursuit of purchasing my first home. Your combined efforts, knowledge of the business, and genuine care in facilitating my achievement as a first-time homeowner made it possible for me to be a part of the Toll Brothers Community. This is so amazing and I feel extremely privileged to live in a beautiful Toll Brothers home. Thanks for making my home buying experience enjoyable!”

—Delores P., *The Meadows at Marlboro Ridge*

“I am writing to express my gratitude for the high quality service provided during my home search. Dawn and Doug’s knowledge of both the townhome designs was tremendous and their patience was amazing. They answered all my questions ... when I left, I was very happy and understood which home best fit my budget. The process for a first-time home buyer can be fearful; however, I am confident that I have made the right decision to make Marlboro Ridge my home and community.”

—Telena C., *The Meadows at Marlboro Ridge*

“I needed to buy a home in Upper Marlboro, and my friend directed me to Marlboro Ridge. Dawn welcomed us with warm and opening arms, answering all my questions and making me feel at home. I want to thank everyone in the Toll Brothers Family for assisting me in a new beginning.”

—Rosie S., *The Meadows at Marlboro Ridge*

“I found the home beyond my wildest dreams. I started by looking on the internet and found Toll Brothers. I was impressed with the home styles ... these homes were fabulous. I told my REALTOR let’s go see Marlboro Ridge first. On my way, on the curb side of the street, there were awesome signs with positive statements that got me so excited. I was greeted with professionalism and poise ... and truly blown away, to say the least. I told my REALTOR we do not have to see any more properties. I’ve found my new home right here at The Meadows. ... I feel so blessed to be surrounded by phenomenal subject matter experts from the entire Toll Brothers’ team throughout this home buying process. Toll Brothers has set the standard and beaten their own mark in this business. Now, I am the happiest homeowner on earth! Thank you, Toll Brothers!”

—*Valerie M., The Meadows at Marlboro Ridge*

“We wanted to let you know of our wonderful experience in your design center selecting the material for our new Toll Brothers home. Our design selection process and transaction [was] handled in the most professional way ... difficult design decisions [were] made very fun for our family ... what could normally be a stressful process was made so much more pleasant.... Our experience went above our expectations.”

—*Rick & Karen G., Marlboro Ridge*

“When we first saw The Meadows at Marlboro Ridge, we dreamed of owning a home in this beautiful community. We never imagined it actually happening. My wife would say ‘Someday I am going to live in that community.’ Doug [sales manager], you knew that you had the perfect house for us. You worked with us right up to the very day of settlement to make sure that this house would be our home. We are truly grateful to you, Dawn [sales associate], and Charlotte [TBI Mortgage], for all of your efforts on our behalf.”

—*Nancy & Elana R., The Meadows at Marlboro Ridge*

“I am writing today to commend you on the excellent customer service that you provide to prospective home buyers. Everyone ... was professional, knowledgeable, down-to-earth, and always readily available when contacted. For me, accessibility and responsiveness were two essential traits enabling me to go to settlement on my immediate delivery home within two weeks after writing the contract. I truly appreciate your dedication and consider you friends. It is quite apparent that everyone on the team loves his/her job. That in itself puts a buyer at ease. Seeing your enthusiasm about your product ... and community shows a buyer that you stand behind the homes you sell and the home’s craftsmanship. It was a pleasure working with you all.”

—Joy P., *Marlboro Ridge*

“Early on, attention to customer service was a distinction we recognized at Toll Brothers from other builders. The fact that our entire home buying process was practically seamless — from my very first visit, to our closing; even when issues arose, they were quickly resolved, and each person we dealt with made us feel like we were the only customers they had! So I’ll close with this: quality customer service cannot simply be recited as a slogan; it takes many individuals who work together towards common goals and share company values. We have definitely experienced quality customer service with Toll, and plan to be Toll homeowners for many years to come.”

—Robert & Mujaji L., *The Meadows at Marlboro Ridge*

“I’m writing this letter to thank Chris Flickinger and John Evans for their tireless professionalism ... I was very impressed with expedited warranty work and customer care ... and I want you to know that I continue to be impressed by the hands-on management style of Chris ... he has exceeded my expectations in his service delivery ... I would like to express my appreciation to both John and Chris for continuing to uphold the “Toll Wow Factor” and making sure I continue to enjoy the Toll classic lifestyle ... When my County colleagues ask me how life at Marlboro Ridge is coming, I smile and say, ‘Not only are they America’s Best Builder, their customer service is pretty good, too.’ Thanks again.”

—Eben S., *The Meadows at Marlboro Ridge*

“On behalf of my entire family, I want to take this opportunity to express my sincere appreciation and gratitude for the outstanding loan processing support and customer service provided by Ms. Quinta Outridge, Business Development Manager of TBI Mortgage ... She made me feel comfortable and happy I chose TBI Mortgage ... I felt always that Quinta valued me not only as a customer, but that we were on the same team and I deeply appreciate her extra time and efforts ... We will never forget Quinta’s kindness and will always think about her when I give a referral to Toll Brothers to a friend or family.”

—*Pascal & Torine C., The Hunt at Marlboro Ridge*

“My wife and I wish to express our sincere gratitude to all the efforts made by the entire Marlboro Ridge Estate team to make it possible for us to have our beautiful estate home. [They] are ultimate professionals that responded to concerns or problems that came up quickly and satisfactorily during the course of our estate house construction. We ... are well pleased with their services and we will not hesitate to make recommendations to any potential buyer that comes our way.”

—*Alfred & Lilian S., The Estates at Marlboro Ridge*

“I am writing to let you know how much I appreciate the Toll Brothers’ team at Marlboro Ridge. My salesperson, Doug Pelton, was very attentive and helpful from the first day I walked into the office. He made me feel like I was his favorite client. Chris Flickinger (project manager) ... always responded promptly and ... continues to follow up with me to make sure that everything is going well. John, the construction manager, is also easily accessible and extremely helpful. Quinta Outridge ... is knowledgeable and understood my needs and financial situation. She is professional, she followed up, and returned my calls promptly. I am extremely impressed with the team at Marlboro Ridge. They are great people who are invested in making the community a great place to live. It’s as if they are going to be living there themselves. I am actually going to miss them when the community is completed.”

—*Suzette R., The Meadows at Marlboro Ridge*

“I wanted to take a few minutes to convey our appreciation to you and your team ... We were so impressed by the service and responsiveness of Wes Hummer and Gary Benesh ... they provided exceptional one-to-one customer service ... Gary was patient and a consummate professional and he exhibited excellent workmanship to deliver beyond our expectations. Wes and Gary’s extraordinary commitment to excellence in customer service motivated them to always go the extra mile. We have no hesitation in recommending Marlboro Ridge to others. Please accept our sincerest gratitude for the outstanding job of your team.”

—*Tami and Ty B., The Estates at Marlboro Ridge*

“I unequivocally recommend Toll Brothers to any future homeowner ... The customer service has been impeccable and the personal approach to responsiveness has been most impressive. The team clearly demonstrates a strong desire to ensure that all new homeowners become Toll Brothers customers for life, by their relentless pursuit of perfection and customer satisfaction. It is my pleasure to recommend Toll Brothers and the spectacular Meadows team. These professionals epitomize the qualities of trust, dedication, and commitment.”

—*Tonico B., The Meadows at Marlboro Ridge*

“I’ve enjoyed being a resident of the Meadows townhomes since December 2007. This community is beautiful and I especially enjoy the view as I drive home from work each evening. It gives me such a welcoming feeling to know I live here! The homes are spacious and comfortable for living and entertaining. The walking paths provide a wonderful and scenic exercise option I’ve used several times.... [I’ve] referred several people to this community. I get nothing but admiration for this beautiful community from my visiting family and friends. I love it here and plan to live here for a long time!”

—*Teresa C., The Meadows at Marlboro Ridge*

“Thanks to both Dawn and Doug [sales team] for making our buying experience with Toll Brothers an enjoyable one. It’s a great feeling when the people who represent the builder of your future home are both caring and knowledgeable individuals who you can trust.”

—*David & Dianca K., The Meadows at Marlboro Ridge*

“We have had very positive experiences with Toll Brothers... The combination of Dawn’s ‘personal touch’ along with Doug’s ‘vast knowledge of the housing market and Toll Brothers in particular,’ along with the product itself was the tipping point for us. During the entire process, the community team ... was absolutely professional and courteous and made us feel at home ... we’re looking forward to becoming a part of the Meadows community and being the proud owners of a truly luxury townhome. Thank you so much, and I highly recommend that anyone in the market do themselves a favor and drop by the Meadows.”

—*Duane & April E., The Meadows at Marlboro Ridge*

“Thank you for all the help you have given to use in making our home buying experience a joyous chapter in our lives. Since moving here we have enjoyed the summer activities, the community meetings and the first clubhouse open house. Marlboro Ridge has maintained a high standard of quality and craftsmanship when developing this community. We especially appreciate the information and advice ... and the contact you have shared with us. Again, thank you so much. We love our home more and more each day!”

—*Mr. & Mrs. Cornell S., Marlboro Ridge*

“We are really enjoying our new home. ... You all have made it a pleasurable journey. ... We had friends and family over for the holidays and they could not stop talking about the house and how wonderfully it was made. You all make a great team! Toll Brothers should be proud of you all. Thanks so much for the beautiful gift you gave us.”

—*Mr. & Mrs. Anthony P., The Glen at Marlboro Ridge*

“I came to visit a model home on the recommendation of a friend ... who was in love with the community. I walked the model and absolutely fell in love but still thought that affording it was not an option. Doug Pelton [sales manager] went over numbers with me, and a week later I was signing a contract. ... I would recommend Toll Brothers and their sales team to anyone!”

—*Tiffany S., The Meadows at Marlboro Ridge*

“Thank you for your help in building my clients’ new home in Marlboro Ridge. The home is beautiful! We appreciated your pleasant, positive professional manner and attention to details throughout the process.”

—*Francine C., REALTOR®, The Hunt at Marlboro Ridge*

“I just wanted to tell you how happy I am with Toll Brothers. I have purchase a few homes in my lifetime but have enjoyed this particular purchase more than any other. Both Dough and Dawn have been fantastic ... they are very knowledgeable and obviously like what they do. They represent Toll Brothers very well ... I am so pleased with them that my comfort level is tremendous. Thank you.”

—*Michael M, The Meadows at Marlboro Ridge*

“I’d like to take this time to recognize your quality ... The Toll Brothers brand does stand for quality and as a homeowner you can see this quality craftsmanship every day in your house.”

—*Mr. & Mrs. Michael S., The Meadows at Marlboro Ridge*

“I’d like to take this time to recognize your quality ... The Toll Brothers brand does stand for quality and as a homeowner you can see this quality craftsmanship every day in your house.”

—*Mr. & Mrs. Michael S., The Meadows at Marlboro Ridge*

“Although we were only researching/investigating the market, Doug [sales manager] presented invaluable possibilities of home ownership. We were granted boundless liberty to view the model home: wow! What an awesome townhouse! ... We’d visited Marlboro Ridge several times previously, and Doug made our decision to purchase this time without any reservations very easy ... We’re very grateful for the support and assistance during our home buying experience.”

—*LeRoy & Jelessa B., The Meadows at Marlboro Ridge*

“Just a note to express our appreciation for the excellent customer service provided by you and Dawn [sales team]. The extraordinary time and effort you invested in explaining and showing us the advantages of a Toll Brothers home and the community were far beyond the experiences we had at other communities ... Thank you so much for your efforts. They made the process a pleasure ... and we feel comfortable recommending you to others who may be interested in purchasing in the Prince George’s County area.”

—*David & Beth G., The Meadows at Marlboro Ridge*