

## Our Customers Speak!

### The Reserve at Triadelphia Crossing, Glenelg, MD

“We were the first family to move into The Reserve at Triadelphia Crossing in the summer of 2008 ... We have been overjoyed with the friendly, welcoming nature of our fellow neighbors. The sense of camaraderie and community was clearly evident during the aftermath of the multiple snowstorms in the winter of 2009. After shoveling 8 feet of snow in their respective driveways, homeowners gave their fellow neighbors a helping hand and much-needed laughter... Sharon Nugent, the lead Sales Manager, embodies customer service at its finest... The model home continues to provide a warm gathering place in which current and potential neighbors can relax and enjoy each other’s company. We are surrounded by friends that we expect to keep for a long time to come. ... The quality of construction and attention to detail of our home is a reflection of Toll’s commitment to building luxury homes in thriving communities ... I would recommend a Toll home to anyone, without reservation.”

—*Shivani N., The Reserve at Triadelphia Crossing*

“Being a career salesperson/manager, it is always interesting to sit on the other side of the desk and witness how a company handles prospective buyers, whether real or not. In this case, I can say there never was the other side of the desk. As [if] it were second nature, Sharon and Liz did a very much appreciated job of not selling us a home but exploring with us the possibilities of acquiring a quick delivery home in the neighborhood ... In looking out for our interests, we feel they not only sold a house but gained the admiration of our family for how they handled themselves along the way. We were former Toll buyers [in PA]. Dan [project manager] has been ... a true professional ... Mike [Martin] has done a fabulous job ... Mike has done more than expected in dealing with us in an extremely professional manner. I know I can pick up the phone and get a response immediately. The team you have assembled at The Reserve at Triadelphia Crossing is not only building houses but also building a community and doing a great job!”

—*Vince D., The Reserve at Triadelphia Crossing*

“Thank you for all your help ... Buying a new house is a long, complicated, and difficult journey ... with your utmost professionalism and caring, this process became simple and smooth. Just to know that there is someone like you there to assist has been a blessing and a comfort ... Toll Brothers is very fortunate to have employees like you.”

—*Tiana Z., The Reserve at Triadelphia Crossing*

“This letter is heartfelt ... we are settled in our new home at the Reserve at Triadelphia Crossing [and] are very pleased with the way it turned out and received many a compliment from our friends and acquaintances. We have enjoyed working with each of you ... for someone who is as detail oriented and picky as myself, I have been really impressed with the quality of workmanship and client service that Toll has delivered. We are really glad we went with Toll Brothers. I believe that Toll is rated the #1 home builder in the United States for a good reason! We love our home and are now marketing the community to our friends.”

—*Deepa & Sreeni, The Reserve at Triadelphia Crossing*

“I would like to let you know how much we appreciate and enjoyed working with Sharon Nugent, sales manager, Dave Erat, construction manager, and Michelle Kim at the Design Studio, in building our dream home. They are truly assets to Toll Brothers and show a dedication to their job that is rare to find. ... Everyone in the community loves Sharon. She is very actively involved not only with potential buyers but also with the homeowners after they've moved in. Dave has always been and continues to be very responsive and insightful and ... has always gone out of his way to make sure we are always satisfied. ... We would recommend Toll Brothers to anyone building a new home. A big thank-you for having such an outstanding set of individuals representing your company and serving Toll Brothers clients ... we are very grateful.”

—*Geraldine B., The Reserve at Triadelphia Crossing*

“I highly recommend Toll Brothers and their staff. Sharon and Liz [sales managers] were extremely helpful every step of the way and went the extra mile to ensure our questions were answered and our best interest was served. ... David [construction manager] and his team were meticulous in the building work of our house, and also made sure to listen to our needs and work with us in every way possible, above and beyond the scope of their responsibilities. ... Our home is exactly what we wanted and even exceeded our expectations in terms of quality, Now that we are moved in, Toll Brothers is still helpful, offering various events so that we can mingle with our new neighbors. We highly recommend Toll Brothers and their well-qualified, reliable, and friendly staff.”

—*Fowzia T., The Reserve at Triadelphia Crossing*

“I wanted to tell you our story and experience that ended with ... our dream home. One rainy Saturday, [we] were driving around and stopped at Patuxent Chase to look at the model. ... The sales person (Joanne Stokes) could tell this model was not for us and explored further our desires. ... She recommended we visit Triadelphia and walk through the Henley. ... We were awed by the beautiful home! ... My wife and I decided that we were now in the market for a new home. All in a day! ... Toll Brothers won hands down because of the quality of the product they offered and of course, you made us feel at home and part of the community before we even put a deposit down. ... I hope Robert Toll realizes the phenomenal team he has ... We are ecstatic and cannot wait to complete the final stages. Thanks again to all of you for making this happen.”

—*John & Tina L., The Reserve at Triadelphia Crossing*