

## **Our Customers Speak!**

**Tae Wills, Sales Manager  
Troy Thorson, Construction Manager  
Regency at Dominion Valley, Haymarket, VA  
for  
Regency at Chancellorsville, Chancellorsville, VA**

“Our home in Regency has been everything we imagined and more. We are having a wonderful time meeting our new neighbors and taking part in the various activities that the community offers. Our sales manager and Troy [construction manager] have both been incredible to work with and have been very responsive to our every question or need. Once again, thanks for the wonderful service!”

—*Van & Anne P., The Middleburg Collection, Regency at Dominion Valley*

“... The first thing that comes to mind when I think of Troy is “First-Class Professional.” He maintained continuous contact with us during the entire construction process ... Troy reminded us about critical timing for specific decisions ... He also followed up promptly and coordinated with the team ... Troy was a true professional and a valuable asset to the Toll Brothers team ...”

—*Eliot & Debbie S., The Middleburg Collection, Regency at Dominion Valley*

“As we prepared to settle our new Toll Brothers home, I decided [to] put down some thoughts about how delightful the whole experience has been for Bob and me ... due to two wonderful people Tae Wills [sales manager] and Troy Thorson [construction manager] ... Tae was with us the whole way, both patient and encouraging ... always available with answers to our many questions. ... Yesterday when we had the first walkthrough of our new complete, shining new home, Troy shared our joy and excitement ... His attention to detail is impressive. Together, Tae and Troy made it one of the most enjoyable times in our lives... We appreciate all of their efforts in having made this a very special and joyful experience.”

—*Bob & Gail P., The Potomac Collection, Regency at Dominion Valley*

“We wanted to make sure you knew what a great experience this home purchase has been for us. We have moved 10 times in the past – purchasing three new homes along the way. ... What a pleasure it was to encounter the Regency staff of professionals. From start to finish ... the staff was there to help and guide us through the process ... How fortunate we were to have Troy Thorson as our construction manager! Troy took great pride in the quality of work and that of his subcontractors. He made every effort to solicit our input when it was needed ... We have felt more a part of this new home construction than any other. We were invited and encouraged to visit, watch the building and ask our questions along the way. Troy [made] sure we had all the product and mechanical information we needed about our new home and its features ... We want to extend our sincere thanks for a job well done to all the staff at Regency and Toll Brothers. We plan to live long and happily in our new home and great neighborhood.”

—*Bill & Barbara J., The Middleburg Collection, Regency at Dominion Valley*

“There is no question in my mind that Toll Brothers has a clear understanding of what it takes to be a great organization ... we found everyone to be knowledgeable, accommodating, and helpful, but two stood out as the ‘best of the best.’ Tae Wills [sales manager] ... is ... the consummate professional. [She] represented Toll Brothers well ... and gave us the warm feeling that she was genuinely concerned about our satisfaction and happiness as well. ... [This professional,] along with the rest of your team, constantly displayed a can-do, caring attitude, which made the entire process something we will appreciate long after all of the boxes are unpacked ... Your organization’s consistently successful performance over the years despite the economic situation has demonstrated the value of those investments – quality homes. More importantly, thank you for investing in people like Tae ... We love our new home and they and Toll Brothers will always be special. Thank you, congratulations, and best wishes for your continued success.”

—*Steve & Gwen W., The Potomac Collection, Regency at Dominion Valley*

“As we unpack our boxes and settle into our new Toll home, I would like to take a moment to tell you how wonderful it has been working with ... Troy Thorson, our construction manager, though this process ... We are continually impressed with Troy ... he made sure to explain everything to us ... and made us comfortable [about] everything being done ... and done right. Thanks to all of your team for a great job; we are thrilled with our new home!”

—*Mary P., The Potomac Collection, Regency at Dominion Valley*

“We have just moved in to our first ‘new home’ in Regency Reserve ... While we have owned several homes, this is our first new home ... We would like to commend Tae Wills [sales manager]. Tae was our first contact and took us from first visit to closing with great efficiency, friendliness, and professionalism. We were amazed at her knowledge of just about everything. She helped us with the thousands of large and small decisions that removed a great deal of the stress and anxiety that goes with the new home process. She made it easy to purchase our new home and you can be proud of her ... We are very pleased with the process, the product, and especially the people.”

—*Tom & Bonnie A., The Potomac Collection, Regency at Dominion Valley*

“This is our first ‘new home’ and we could not be more pleased with everyone we have dealt with, from our salesperson Tae Wills to the CM Rob Snyder. ... Tae was very knowledgeable in helping us make decisions for the interior of our home. We could not have asked for more and are so very pleased with the finished product. ... We wanted you to know that we are thoroughly enjoying our new life in Dominion Valley, and thank everyone that had a part in making our dream come true.”

—*Edward & Margaret F., The Potomac Collection, Regency at Dominion Valley*

“We are writing to commend Tae Wills [sales manager] and to bring to your attention our pleasure in having dealt with her during our recent purchase of our home at Regency. The process was made considerably more comfortable through her presence. She responded to every query quickly and appropriately; she guided us through the maze of paperwork with a gentle hand and always a smile.”

—Bruce & Susan P., *The Potomac Collection, Regency at Dominion Valley*

“Our salesperson Tae Wills guided us through the process with minimal stress ... she always stayed on top of things and kept all the paperwork straight and offered very helpful suggestions .. it was a pleasure doing business with her. Our site manager was always patient, polite, and professional ... he was indeed a miracle worker and offered many suggestions while our home was being built and made our new home a dream come true.”

—Dave & Marilyn M., *Regency at Dominion Valley*

“Moving ranks as one of the more stressful of life’s events ... We began our journey to a new lifestyle and new home with trepidation ... We’re glad to report that our concerns were unwarranted because of the professionalism, courtesy, and genuine concern of your staff at Regency. They guided us through every step of the process, helped us select options, and could not have been more helpful and courteous ... we want to especially recognize the [sales and design team], and Troy Thorson [construction manager] for their assistance. In the end, [Toll Brothers] delivered a home we will be very proud of and will showcase to our friends and family. We are very pleased with our new home.”

—Robert & Susan P., *The Middleburg Collection, Regency at Dominion Valley*

“This is a letter to commend Troy Thorson, construction manager for our new home. We have owned 17 custom-built homes ... and we want to tell you that Troy made the difference in throughout the entire project. He was always available and constantly made sure our requests were acted upon ... he is very knowledgeable about every detail of our home. He is professional, friendly, and a “can do person. Toll Brothers is fortunate to have Troy working to make this project a success.”

—*Thomas & Susan F., The Middleburg Collection, Regency at Dominion Valley*

“Recently we moved into our new home, and we would like you to know we are delighted to be part of this wonderful community. We are also thrilled with the quality of the construction of our home. In particular, we would like to commend the construction supervisor, Troy Thorson ... he was extremely polite and helpful ... our needs were a priority for him ... His willingness to go the extra mile to make sure we are satisfied with our home is much appreciated. It has been a pleasure to work with the Toll Brothers team during the construction of our home.”

—*Todd & Pat H., The Potomac Collection, Regency at Dominion Valley*

“We recently moved into our new home in Regency Reserve and would like to tell you about our experiences... we looked at several builders in the area for over 2 years before making a decision to purchase at Regency and Tae [Wills, sales manager] was instrumental in our decision to purchase a Toll Brothers home. She was very professional, yet personable, honest, and sincere, and always on top of every decision we made. ... She followed through on every aspect of our home, and frequently went beyond the initiation of a change to make certain every detail was properly taken care of. She knows how to get things done correctly and is very knowledgeable in all aspects of the project. We felt comfortable working with her because she knew what she was doing and instilled confidence during our decision processes. Toll Brothers is very fortunate to have such an efficient sales manager on their staff.”

—*Bob & Tina B., The Potomac Collection, Regency at Dominion Valley*