

## Our Customers Speak!

### Dominion Valley Country Club, Haymarket, VA

“My recent home building experience at The Village Collection was superb, start to finish. The Johnson family was sold on the invitingly knowledgeable sales staff and professional construction management. Our home ... was delivered on time and exceeded all expectations from design to closing with customer-focused service ... We closed on time [and] on budget ... We have appreciated not only the professionalism of the Toll Brothers staff, but more importantly their sincerity and overt friendliness. This has been much more than a business transaction ... We truly enjoyed the home building process and are friends with those who expertly listened and guided us through the process! Thanks to Lauren and Kelly [sales managers], Victor and Kyle [construction managers], and Ann Marie [design studio consultant], we are comfortably settled ... in our new home. Come by and visit any time!”

—Danny J., *The Villages at Dominion Valley Country Club*

“After weeks of searching, the choice became clear. Toll Brothers has a reputation for excellence in luxury home construction and DVCC contains all of the amenities: beautiful homes, outstanding service, two wonderful golf courses, good schools, and a sense of community and fellowship we didn’t see at the other numerous developments we visited ... My wife and I have been saving for his home for years and we fully intend for this to be our eventual retirement residence ,, My feeling when we got to DVCC was something I can really only describe as a bit of wonderment ... A thank-you letter simply doesn’t do justice to the level of professionalism and assistance we received ... From the inception of the project to closing, we were very impressed with the professionalism, service, and quality of not only the Toll Brothers staff, but also the quality of the finished product. Our home turned out beautifully and we couldn’t be happier about our decision to trust Toll Brothers with the construction of our ream home in Dominion Valley Country Club. Thank you to everyone!”

—Trent & Meghan H., *The Carolinas at Dominion Valley Country Club*

“From our initial acquaintance, to finding the right floorplan, to design and selection, through approaching the settlement date ... the Toll staff at The Village Collection has truly been a real pleasure with whom to work. Sales managers Lauren Dobak and Kelly Lucas have been welcoming, accommodating, patient, and professional ... we were also appreciative of Ann Marie Gallagher at the Design Studio and construction manager Victor Ayala. Ann Marie was patient, supportive, and a pleasure to work with ... Victor Ayala ... ‘construction manager extraordinaire’ put us at ease with his confidence attention to detail, timeliness, professionalism, and proven track record. ... We are excited to move into our beautiful, high-quality home! Thanks again to all Toll staff for their friendly and supportive roles along the way.”

—*Michael & Lisa D., The Villages at Dominion Valley Country Club*

“The home buying experience was a pleasure and we are very pleased with the outcome. This is my second Toll home and the second time I’ve been a happy customer!”

—*Trevor & Robbin C., The Carolinas at Dominion Valley Country Club*

“I’m a proud Toll Brothers homeowner right here in Dominion Valley. Of all the builders out there, Toll Brothers builds the most beautiful neighborhoods BAR NONE. Dominion Valley is more than a neighborhood; it’s living in a meticulously maintained resort with pools, walking paths, clubs, golf course, tennis, shopping, and activities. You just never want to leave! We’ve been extremely happy homeowners with the quality of construction and have enjoyed living here for the past 6 years. When it’s time to retire down south, you can bet the first place we’ll look is a Toll community ... GO TOLL!”

—*Mary A., Dominion Valley Country Club*

“We are enjoying our new home and are settling in nicely. Thanks for all of your support and encouragement during the process of building our home. We are delighted to be part of Dominion Valley and we know we are part of a special family in the Villages.”

—*Scott & Victoria V., The Villages at Dominion Valley Country Club*

“The purpose of this letter is to express my appreciation and to commend Christine Trimble on the exceptionally outstanding job she did as our sales manager. Christine displayed superior sales skills ... she made us feel very welcome during the many follow-up visits ... [we] felt that Christine had taken a special interest in our property and we felt safe that we would be taken care of by her during this hectic process. Her caring attitude and warm people skills has led to a long time relationship and friendship. As a result, we have referred many of our friends to Christine to help them search for a new home in Dominion Valley. ... My wife Abby and I are indeed grateful for the beautiful house that Toll Brothers built; the opportunity to live in this wonderful community; and the exceptionally customer service that Christine Trimble provided us before and after the purchase of our home.”

—Curtis & Abby T., *The Estates at Dominion Valley Country Club*

“Lindsey Fuller and Jill Dail were simply amazing from start to finish. Our intent when originally visiting Dominion Valley was to buy a pre-existing home ... Before we were about to leave, we happened across the Ellsworth Federal model. Once inside, we met Lindsey, who walked us through the model, explaining the options that would meet our specific needs. We were so impressed ... we left that day with a contract in hand. From that point on, we were literally *catered to* by Lindsey and Jill ... We value our relationship with these ladies so much that we anticipate them being part of our lives for a very long time, as friends and as neighbors. ... We’ve since had a housewarming party with 75 guests and some ... are now seriously looking for homes in Dominion Valley because of the accolades we have continually paid to Lindsey and Jill. Our experience was simply flawless from start to finish.”

—Doug & Lisa W., *The Carolinas at Dominion Valley Country Club*

“I just wanted to take a moment and acknowledge the people that provided EXCELLENT customer service in the building of our home in Dominion Valley Country Club. ... Our experience set Toll Brothers apart from our prior building experiences ... As for Toll Brothers in general, Dominion Valley has exceeded our expectations.”

—Thomas L., *The Executives at Dominion Valley Country Club*

“We are very happy with our house! It is lovely! The builder and salespeople were awesome! They answered all our questions and were very helpful!”

—*William & Christina S., The Villages at Dominion Valley Country Club*

“We couldn’t be happier. Our experience, from beginning to end, has been wonderful. From the moment we drove into the community, we felt welcomed and happy. That feeling has never wavered. ... We’ve never gone through the process of building a house before. All we had ever heard was that it was a nightmare. We did not have that experience at all... To us, Toll Brothers built more than just our house; they build our ‘home.’”

—*Jennifer C., The Carolinas at Dominion Valley Country Club*

“I want to take this opportunity to express my most sincere thanks and appreciation for the stellar support Sean Rogers provided ... at my house in Dominion Valley Country Club. From the moment Mr. Rogers and I spoke ... he was extremely empathetic, highly professional, and did exactly what he said he would do. The level of service he provided was head and shoulders above any that I had ever experiences in the building/construction industry before ... Mr. Rogers is an employee that Toll Brothers should be very, very proud to have on its team.”

—*Fred B., Dominion Valley Country Club (Warranty)*

“I wanted to take a moment to express our appreciation for the entire Carolinas project team – Jill Dail and Lindsey Fuller (sales), Jordan Hartigan (PM), Rob Snyder (CM) and Ann Marie Gallagher (design studio consultant). Right from the onset, Jill and Lindsey were extremely helpful ... our process lasted a good 10 months and their outstanding service continued throughout ... Now that we are in our house, we are extremely pleased with our [design studio] selections, many of them based on recommendation from Ann Marie. Jordan has communicated with us in a very timely fashion and has been a pleasure to work with. Rob was great. He spent many hours with us ... this service continued after settlement. My hat goes off to Toll on the selection of a great team to deliver a great product!”

—*Vittoria D., The Carolinas at Dominion Valley Country Club*

“We would like to take this opportunity to commend your outstanding sales and construction team at the Village collection. Their consistently professional and cordial interactions during our home buying transaction were a fine reflection on your outstanding organization. ... They have clearly set a new standard of customer service. ... Their attention to detail, superb communication, and willingness to go the extra mile for the homeowner have made this Toll Brothers buying experience extremely enjoyable. We are proud to have worked with your fine team whom we now consider to be good friends and neighbors. Thank you again for the superb services ... as we make the transition to our wonderful new home in Haymarket!”

—Gary & Deena P., *The Villages at Dominion Valley Country Club*

“We just wanted to thank you for all your help during this entire “house-building” process. ... We are both very happy with our new home... When my parents came to Dominion Valley they loved it so much they decided to build here. They moved in a couple weeks ago and love being here. Thanks again for helping us build our beautiful home!”

—Tim & Kristin M., *The Carolinas at Dominion Valley Country Club*

“Jill and Lindsey and the most friendly and accommodating sales staff in new homes that I’ve come across in a long time. Whether it’s staying WAY beyond closing time to listen to my clients needs and wants or to find out answers on special requests which are promptly acted upon, they leave us with a smile and a ‘can do’ attitude. I’ve been in real estate for 14 years, mostly in new homes both in general brokerage and builder rep, and I just wanted you to know what an exceptional team you have, and how rare it is. They have the knowledge and expertise to give a client that feeling of confidence that Toll Brothers was the right choice to build their home. My clients could not be happier with all the choices of floorplans and options you offer here in BEAUTIFUL Dominion Valley, but without the right staff, it’s just another builder, with another model.

—Mary A., *The Carolinas at Dominion Valley Country Club (REALTOR®)*

“From our first day walking through the model home, we have had a wonderful experience working with Lauren and Kelly [sales managers] ... They made us feel at home in our community long before we ever moved in ... Customer service has been of the finest quality ... Thank you!”

—*Matthew H., The Villages at Dominion Valley Country Club*

“Now that we are getting settled into our new home, we wanted to take a minute to write a letter thanking all of you for making the process of building our home so smooth, painless and fun! From the first time that we walked into the Carolina model home and met Jill Dail to talking through options for our Princeton with Lindsey Fuller, working with Jordan Hartigan on my FABULOUS custom kitchen, and watching the process that Ernie Grove [construction manager] worked through making sure that everything was perfect, the experience has been amazing. This team is awesome! ... Toll Brothers’ reputation is what brought us to Dominion Valley, but the Carolina staff is what sold us and we are thrilled with our Princeton!”

—*Brian & Rhonda R., The Carolinas at Dominion Valley Country Club*

“The care and consideration we received was so excellent ... the [team] at the sales office was always so friendly, listening to all our concerns and answering all our questions in detail, and always made us feel welcome. They certainly did pay attention to every detail to ensure our satisfaction. Again, thank you for all you did for us while building our home. We have always appreciated Toll Brothers for building quality homes. Now we can also praise your excellent customer service. Never stop your beautiful way of working with home buyers.”

—*Keun C., Dominion Valley Country Club*

“Kelly [our sales manager] was outstanding and a true pleasure to work with. Her knowledge and ability to answer questions was great. The process was very well laid out, and [made it] very easy to review and make a decision.”

—*George & Barbara C., The Villages at Dominion Valley Country Club*

“My wife, Karen and I want to express to you our appreciation of Steve Spaulding’s outstanding efforts in making our new home in Dominion Valley a reality that exceeded our expectations. ... Steve’s expertise and customer-focused dedication made the process of buying a Toll Brothers home enjoyable, exciting, and satisfying. ... We are very proud our house was built by Toll Brothers. We have and will continue to recommend Toll Brothers to our friends.

—*Michael & Karen K., The Executives at Dominion Valley Country Club*

“Lindsey and Jill [sales managers] are dedicated to their jobs and demonstrate a wonderful working relationship with their clients ... It has been our pleasure to reap the benefits of these ladies’ professional knowledge and awareness. They consistently understood our needs as buyers as they guided us through the details of purchasing a very lovely home from Toll Brothers.”

—*Bill & Kerdene F., The Carolinas at Dominion Valley Country Club*

“I would like to pass along Vonda and my personal thanks for a job well done. We were very pleased with the quality of construction of our future home ... I cannot say enough good comments about the attention to detail and appreciation for excellence demonstrated ... We look forward to joining the Dominion Valley community. Again, thank you for your support and assistance.”

—*Don & Vonda C., The Estates at Dominion Valley Country Club*

“We set out to find the perfect home and neighborhood, and ... have not been disappointed. Jill and Lindsey helped us choose just the right home site, model and extras to suite our family’s needs. ... We moved into our home just in time for a gorgeous spring and a fantastic summer. We frequently enjoy the parks, pools and walking trails. We particularly enjoy having our church and school right in the neighborhood. The layout and design of this community is perfect, and we have found everything we were looking for in Dominion Valley. We are Happy Homeowners indeed!”

—*Holly R., The Carolinas at Dominion Valley Country Club*

“Thank you so much for all of your time, help, expertise, guidance, recommendations, and suggestions through what is a large task and certainly can become confusing and overwhelming at times ... You have really added so much to the process and we cannot thank you enough for everything you have done so far. Most of all, we want to thank you for your warm welcome and making it feel like we are family and part of the community already. We are truly excited about our new endeavor.”

—*Rich & Gail S., The Villages at Dominion Valley Country Club*

“Where others may see a problem, Christine [Trimble, sales manager] sees opportunity, choices, and solutions. ... I am sure we live here today because of Christine ... Toll Brothers is incredibly lucky to have her on their staff. Yes, others have been helpful ... Christine is truly a star. We count ourselves very lucky to have met her.”

—*Martha P., The Executives at Dominion Valley Country Club*

“It is not often that my husband and I get to write a letter of appreciation for outstanding services rendered ... the entire home buying experience was nothing short of FANTASTIC! ... None of our previous homes have compared to the quality and craftsmanship of our Toll Brothers house. ... I love my home.”

—*Elliott & Thomasine D., The Executives at Dominion Valley Country Club*

“The staff is very accommodating. We felt comfortable to make this significant commitment.”

—*Anderet & Meskerem G., The Villages at Dominion Valley Country Club*

“Every single aspect of our Toll experience has been wonderfully positive ... they always went the extra mile for us. ... I would like to thank you and the entire Toll organization for assembling such an outstanding team. From the moment we walked into the sales center, we felt at home. While we didn't realize it at the time, we had already become part of the Toll family. Thank you so very much.”

—*Matthew M., The Executives at Dominion Valley Country Club*

“My wife and I recently moved into our first new home together, and plan to raise our family here for years to come. From the first day we walked into their sales office, both Jill Dail and Lindsey Fuller [sales managers] were professional and friendly ... responsive, organized, and happy to help even if it meant working outside of their set ours. Their outstanding customer service made our first new home buying experience a positive one. I recommend buying a Toll Brothers home.”

—*Tim & Lindsay C., The Carolinas at Dominion Valley Country Club*

“Christine’s [Trimble, sales manager] personable demeanor and professional approach made for an exceptional buying experience with Toll Brothers ... She supported our needs, helping us get through the buying process, including the additional complexity involved with the VA loan. She worked with the design studio to get us accommodated well inside a normal timeline. This allowed us to meet the VA loan timing while ensuring our home would be completed prior to the expiration of our lease. We are extremely satisfied with Christine and Toll Brothers. We have already recommended Christine to our friends and will continue to do so in the future.”

—*Sean & Kimberlee M., The Executives at Dominion Valley Country Club*

“Wonderful experience, we’re delighted with the house and community!”

—*Toby S. & Rebecca N., The Villages at Dominion Valley Country Club*

“I would like to ... recognize your sales manager [and] her positive attitude, professionalism, sincerity, communication skills, and patience are a ‘winning combination’ you rarely find ...she ‘stands out over everyone else’ ... our sincere thanks.”

—*John W., The Estates at Dominion Valley Country Club*

“Toll Brothers spends a lot of time and effort in the design and construction of their houses and it truly shows. Being a builder myself, I appreciate the detail and what it takes to produce a quality home.”

—*Ronald D., Dominion Valley Country Club*

“We’re writing to express our gratitude and appreciation for all of the care shown to use by the Dominion Valley Carolinas staff as we built our house here ... By the time we had our final walk-through and inspection, our house was in impeccable condition. Our RELATOR commented to us that, in over 20 years in the real estate business, our new home was one of the finest-built homes he’s seen. Thank you very much ... for such a great home-buying experience!”

—*Matt & Cathy C., The Carolinas at Dominion Valley Country Club*

“We were first-time home buyers and were always very pleased with how Steve Spaulding [our sales manager] walked us through the entire home buying process. He was always very friendly, helpful, and professional. He was willing to take calls on his personal cell phone after-hours and on his days off, even when our questions ... probably could have waited until he was back in the office. I also have appreciated the prompt service from Toll Brothers in dealing with the minor issues and concerns that came up in the first few months of living in the house. We were impressed that the construction and service supervisors came personally to the house and had the issues taken care of promptly. Overall, we have just been very pleased with Toll. It’s a beautiful house in a very beautiful community. We are very happy.”

—*Lamont & Ani S., The Executives at Dominion Valley Country Club*

“We would like to provide positive feedback from working with Jill and Lindsey [sales managers] when we purchased our new Toll Brothers Carolina Collection home. They made our buying experience very easy. They answered all our questions in a prompt and professional manner. They were available to speak with us when we needed to talk about details of the contract or the construction of our home.”

—*Mr. & Mrs. Aseem R., The Carolinas at Dominion Valley Country Club*

“As with most people, buying a new home and relocating your family to another state away from friends and family can and is one of the toughest decisions we make in life. We shopped the area and neighborhood for well over 1 year before making the choice to buy in DVCC ... It by far is the nicest looking and well kept community that we found. It has far more amenities than comparable communities and in our 9 months of living here the best group of neighbors a person could ask for. Jill and Lindsey were just the best Toll Brothers employees to work with. They went over and beyond the call of duty to help us with any question that we could come up with from buying the house to selecting pre schools ... out of the blue, our children said that they were happy that we moved to Virginia and that DVCC was the best ever. What more could a parent ask for than that from their kids. Well, it gets better. We have great schools that our children enjoy going to with wonderful teachers all within the boundaries of our neighborhood. In closing we know we made the right choice and have made more friends in 9 months than in 10 years at our last house. We now have a home!”

—*Bill & Lynn B., The Executives at Dominion Valley Country Club*

“Our new home was delivered two months ahead of schedule, which allowed us to move in September of 2002. There were very few repair items on our pre-settlement ... Your team did a great job in the construction of our fine home on a beautiful golf-, lake-, and mountain-view lot!”

—*Barry & Kelly M., The Executives at Dominion Valley Country Club*

“My husband and I would like to express our most sincere thanks to Toll Brothers ...we can see the high quality of work, the good workmanship, and the excellent final product. We are very satisfied and pleased ... I would recommend to my friends and anyone ... to come and buy a Toll Brothers home. Our home looks beautiful inside and outside. My husband and I are extremely happy that we chose Dominion Valley, an extremely attractive well-planned community with wonderful amenities. Thanks again to help us make our dream come true!”

—*Dave & Cecelia G., The Executives at Dominion Valley Country Club*

“We are very pleased with the house and absolutely love the Dominion Valley community. ... From the moment we first toured the Ellsworth model and even after we settled, Jill and Lindsey [sales managers] have been amazing to work with. We must have asked them a million questions along the entire process ... Each time we walked in the model we were greeted with a smile and a warm conversation ... Toll Brothers really has an all-star team with Jill, Lindsey, Jordan [PM] and Ernie [CM] who have made this a great experience and we continue to recommend our friends and family to this collection. Thank you!

—*Danny & Adara A., The Carolinas at Dominion Valley Country Club*

“The personalized and caring service has made our experience almost painless ... which makes us more confident that we are receiving the best quality product possible. We feel certain that our home will be done right and on time.”

—*David & Carlene L., The Executives at Dominion Valley Country Club*

“I wanted to write you and compliment [your team], who have made buying from Toll Brothers a pleasure. ... Buying a new home ... is difficult enough – but because of them it has been made easier. I was so impressed with Dominion Valley, I recommended it to my son and family, who are now purchasing a new home ... it will be a wonderful place to have their family grow up.”

—*Theodore & Patricia K., The Carolinas at Dominion Valley Country Club*

“We are the proud owners of the first Plymouth Manor at Dominion Valley Country Club. I want to commend Lauren Dobak, Sales Manager. Her untiring patience, knowledge, and confidence in the community were a huge part in helping us make this decision to buy here. And, of course, the impeccable reputation of Toll. ... We know we will be happy at the Villages here in Dominion Valley, where everyone makes you welcome.”

—*Richard & Jeanette F., The Villages at Dominion Valley Country Club*

“I would like to take this opportunity to say ‘THANK YOU’ to all at Toll Brothers for building a nearly perfect house.”

—*Monalisa Moon C., Dominion Valley Country Club*

“We ... truly appreciate the great design of this house and the outstanding job you have done in the construction of our home. Toll Brothers spends a lot of time and effort in the design and construction of their houses and it truly shows. Being a builder myself, I appreciate the detail and what it takes to produce a quality home. Thank you and your staff.”

—*Ron & Monica D., The Executives at Dominion Valley Country Club*

“We are so pleased ... the home purchasing process [was] easy, smooth, and enjoyable. Our new home was delivered two months ahead of schedule ... our highest compliments ... Your team did a great job in the construction of our fine home on a beautiful golf, lake, and mountain view lot! We greatly appreciate the Toll Brothers team effort in making this new home purchase such a wonderful experience. We sincerely believe that Dominion Valley Country Club will be one of Toll Brothers’ finest communities on the east coast.”

—*Barry & Kelly M., The Executives at Dominion Valley Country Club*

“We wanted to take the time to inform you of the fine work your staff is performing here in Dominion Valley and commend you on the quality of the individuals you have representing your company. Needless to say, we have been quite happy with our home purchase and found it was truly a pleasure working with your company.”

—*Robert & Nancy S., Dominion Valley Country Club*

“Overall, we were quite pleased with the experience, particularly with the sales team and the construction superintendent ... We even selected TBI Mortgage for the mortgage ...”

—*Ram G., The Executives at Dominion Valley Country Club*

“I would like to take this opportunity to comment some of the dedicated employees at the Dominion Valley location... We visited the community on a regular basis and quickly decided that we would like a home on the land that was already special to us. I want the management of Toll Brothers to know that they have acquired an excellent group of associates who represent the company in an exemplary fashion.”

—*Todd & Jean Anne O., The Fairways at Dominion Valley Country Club*

“I would like to formally express my gratitude and appreciation for the professional manner of your staff ... it floored me to see the quality of the Toll Brothers’ service ... went beyond the call of duty ... I would like to thank them for depicting the highest standard of service possible.”

—*Nancy & Glen G., The Executives at Dominion Valley Country Club*

“Tom Evans, Greg Gallegher, and Rich Garnett are an excellent team. They manage the Fairways Collection construction in Dominion Valley and do an excellent job. They are one reason that I am very happy that I purchased a Toll Brothers home. Their service did not end with the ‘final inspection,’ they actually cared about little things that are so important to my family and helped turn my house into a home.”

—*Erik A., The Fairways at Dominion Valley Country Club*

“From the sales team to the construction managers and all of their respective team members, they all ensured that a quality product was delivered and that we are satisfied and happy new homeowners ... We feel extremely fortunate to have had this team deliver a wonderful new home that we are sure to enjoy for many years to come. Once again, our sincerest thanks to you and your team.”

—*Pat & Lisa K., The Fairways at Dominion Valley Country Club*

“We want to express our appreciation and delight at the service and treatment we received from your staff in the building and completion of our home ... Each of these gentlemen [Jim & Cy] was willing to listen to any problem or concern that we had and took action to correct items where appropriate. They were friendly, knowledgeable, polite, and responsive.”

—*Tom & Cheryl C., Dominion Valley Country Club*

“Now that we can see the proverbial light, we wanted to take the time to notify you of the outstanding assistance provided by your sales person Mrs. Tae Wills. She not only saw us through the selection process of the house and lot, she was a valued participant in the many decisions involving endless choices of products and prices at the design center.”

—*Richard & Judy S., Dominion Valley Country Club*

“I am writing this letter to make you aware of the positive experience we had with Yvonne Trump ... She certainly went the extra mile for us and gave us extra attention. She never let me feel that I was asking too much ... she always was so courteous ... we are confident that our home will be beautiful. We are so looking forward to seeing the final product.”

—*Kimberly & Max G., The Carolinas at Dominion Valley Country Club*