

## Our Customers Speak!

### Loudoun Valley, Ashburn, VA

“As a first-time home buyer in February 2010, I began my search for a home on the internet, where I found Toll Brothers’ Carriage homes in Loudoun Valley ... Armed with a list of questions, I visited the sales office and models ... and met Marsha [Everhart, sales associate] that day, and although it was a weekend with many other prospective home buyers present, she greeted me warmly and enthusiastically, took the time to answer all of my questions, and conducted me on a thorough and informative tour of the model homes. From the very beginning, I found Marsha to be professional, knowledgeable, confident, and proactive ... Before I knew it, I was signing a contract on my dream home ... my experience was a happy and exciting one in which wonderful people like Marsha made it pleasant, easy, and fun to achieve my dream of owning the perfect home. Thank you.”

—Joy B., *The Carriages at Loudoun Valley*

“My wife and I would like to thank you, Andrew and Maureen [sales team], for the exceptional service you have provided us with throughout our new home purchasing process. You two have been pleasant, thoughtful, and helpful at every step, and go beyond what I would expect a home sales team to provide. We have required a lot of attention and time, and are excited about the completion of our home. We can only hope that other stuff we buy throughout our lives is as easy and fun as this experience. We are lucky to have you as our sales team.”

—Grant & Cynthia S., *The Villages at Loudoun Valley*

“I write to thank each one of you for the pleasant experience on the road to owning my home, Everyone I interacted with — from the Sales team [and] Mortgage team [to] the Project Management team — has been very helpful and cooperative. I appreciate your patience in answering my questions and all the suggestions given me!”

—Krishna B., *The Huntington at Loudoun Valley*

“I sometimes feel that good work and good people do not exist in this crazy world that we live in these days ... I am throughly impressed ... and want to take the time to acknowledge each of them so you know how great some of the people are that work for you, representing you and what your company stands for ... Todd [Magin, project manager] is awesome and the reason why we tell everyone we live in a Toll home and why we always suggest to our friends that going with Toll Brothers is the way to go. Kim Knutson [warranty], a truly sincere, loving and wonderful person. She is always so prompt, always listens and understands concerns, and follows through with promises ... Not only are Gabra’s [construction manager] manners and personality stellar, but his craftsmanship is superb. Tommy [construction] is so polite ... We already closed on our house, but he makes us feel just as important now as we did when we were watching our house be built. [These] wonderful and amazing people you have working for Toll Brothers are the reason you are so successful. They are the reason you have repeat buyers. They are the reason people refer friends to Toll. And they are the reason that you have happy homeowners. A job well done hiring these four amazing people.”

—*Mr. & Mrs. Schweigert, The Glen at Loudoun Valley*

“Our overall experience with buying a Toll Brothers home was stupendous. Since inception, i.e., from taking the tour of the model house till the delivery of the finished home, we had a wonderful experience ... In particular, the customer service provided by Gisella Parker [sales manager] was exceptional.”

—*Nitin G., The Carriages at Loudoun Valley*

“We have been very happy homeowners in Loudoun Valley Estates for the past five years. This is the second Toll community we have live in and we love our home. We have had the honor of working with Kim Knutson in your customer service department since we accepted delivery of our home in 2003. She goes above and beyond the call of duty to ensure that a Toll customer is a satisfied customer and works tirelessly to ensure that he job gets done correctly and does it all with grace and patience. Because of our positive experience with Toll’s commitment to customer satisfaction, we are already looking at Toll communities in the south for our retirement ho me.”

—*Robert & Joanne L., The Glen at Loudoun Valley Estates*

“My husband and I shopped around for a new home for about 9 months ... We kept coming back to Toll Brothers in Loudoun Valley ... we knew that Loudoun Valley was the place for us. From the first day, we were super-impressed with the attentiveness, politeness, and promptness of sales manager Sarah Fuller. We thought, this can't be true, a builder who is polite, knows what we are looking for, and is not trying to push us into something we don't want. WOW. We have built several homes and have never experienced this kind of service before ... You have a wonderful group of people working for you and representing the type of builder you are — someone who builds a great house, has pride in their work, and truly understands and cares about their customers. Thank you ... Sarah, Todd (project manager), and Tommy (construction manager) ... it has truly been a pleasure working with each and every one of them.”

—*Marc & Sara S., The Glen at Loudoun Valley*

“We recently passed the one-year anniversary of moving in to our new Toll Brothers home in the Carriages at Loudoun Valley. My wife Lori and I would like to tell you that your company has been nothing short of phenomenal to work with from start to finish. Anytime, anything ... if it wasn't right, it got fixed, no questions asked. I have been in the design and construction business for 30 years ... and I know how hard it is to consistently get it right. It's clear that you have the people, processes, and culture in place to get it right, and for that we commend and thank you!”

—*Phil & Lori K., The Carriages at Loudoun Valley*

“I wanted to ... acknowledge the fine job our sales manager Gisella Parker has done. ... We have found her to be extremely knowledgeable, transparent, and honest. She has guided us through the stressful process of home buying. She has put us in touch with all the right people at the right times ... She takes the time to guide me through everything, from design center selections all the way to minute details on paint selections ... She has made our home-buying experience most pleasurable. We have been extremely satisfied by her follow-up on every little detail. ... We look forward to working with her through our settlement process and going forward.”

—*Punita T., The Carriages at Loudoun Valley*

“We were so pleased with the service that we received ... The attitude and professionalism ... made our experience in buying a Toll Brothers home very positive. We anticipate that this relationship will continue as we spend many happy years in our new home.”

—*Mark & Ellen G., The Carriages at Loudoun Valley*

“Thanks once again for all the help. I appreciate you always doing more than the mindful to help me out. I am sure Toll Brothers appreciates you too, as they should. I am certain that no other builder has as helpful and supportive a warranty department as you. Thank you again and good luck always.”

—*Srini R., Loudoun Valley*

“I appreciate the quick response to our service request ... Everything was handled quickly with professionalism [and] sincere concern for our home ... Toll Brothers in fortunate to have this caliber of people ... Thank you for the great service.”

—*Bill & Marilyn W., Loudoun Valley*

“The trim looks great and we definitely appreciate the great support you and Toll Brothers provided ... you are always so helpful and take the extra time needed to address our concerns. Thank you!”

—*Don Miller, Loudoun Valley*

“We wanted to thank you [Kim Knutson, warranty] for all of the things you have done for us during the past year. You addressed the warranty items with our house with such grace and sincerity ... Through our issues, you were no more than a telephone call away; your upbeat attitude is a plus for anyone that you work with. You had perfect follow-through and always called back or stopped by to ensure work was completed. Once again, we would like to thank you for your efforts in completing warranty items on our Toll Brothers home.”

—*Bill & Donna M., Loudoun Valley*

“This letter is long overdue, but still well deserved. I am writing to express my gratitude to you [Kim Knutson, warranty]... The first is simply the way you managed to somehow leave me feeling better whenever I called or e-mailed ... The positive and helpful attitude you exude is rare and remarkable. Secondly, I was amazed at how quickly you responded and took action on an urgent request I made ... Once again, you surprised me by going way above and beyond my expectations. ... [This letter] is an affirmation of your outstanding efforts ... You are a great asset to Toll Brothers.”

—*J. Andrew B., Loudoun Valley*

“Thank you for having your team come out to help me. They are diligent and customer focused and I couldn’t have wished for a better builder to work with. Wait a minute, you are the best builder there is. ☺ Fathis and Gabra [construction team] are assets to Toll and I am very pleased to have them help me with my warranty items. And you ... can’t forget you. You are always so sincere and so positive. A joy to speak with every time I call.”

—*Medhat G., The Carriages at Loudoun Valley*

“THANK YOU! The screen door was put on yesterday by one of your staff and it is so nice to have! ... I know we are out of warranty and I really appreciate you taking the time to help us out ... you have always been so willing to help. You are wonderful that way! ... Thank you again for your time and efforts.”

—*Anita P., The Manors at Loudoun Valley Estates*