

Timberlake Custom Renovations to the Rescue

Building a new home or remodeling your current one is an extensive undertaking. That's why it's important that you can count on not only the quality and integrity of your home's construction but also of the company building it. But imagine spending months searching for a company to build your dream home, selecting the one you feel most confident in, spending time with that builder of choice - selecting your lot, your home and every one of the details to be included in it - only to have the contractor abandon you and your home construction project. No one building a new home wants to be in such a situation, but that's what happened to 13 homebuyers in a neighborhood in Prince George's County, Maryland. It was a situation that left them feeling hopeless. However, once Timberlake Custom Renovations was approached to lend a hand the situation was corrected, new homes were completed and a helpless situation is now a happy ending.

This situation was first brought to the attention of Timberlake Homes. Upon hearing about the situation, Timberlake's owner contacted the President of his Timberlake Custom Renovations division and asked that he look into it. That same day, members of the Timberlake Custom Renovations team visited the neighborhood in need to assess the situation first-hand. Next, a community meeting was held with county officials in attendance.

From there, Timberlake Custom Renovations took the lead in helping the homebuyers with completion of construction on their homes. Additional meetings were held with county officials, Parks and Planning, Engineering and Permitting, and a high priority was placed on this neighborhood project.

The result? The homes were completed through Timberlake Custom Renovations and what once was a troubled neighborhood in Prince George's County is now a thriving neighborhood with satisfied homeowners. In fact, here are comments from some of the residents:

“My neighbor-to-be and I drove to a Timberlake Homes community in a desperate search for a builder who would complete the construction of our community that had been abandoned by its original builder. The salesperson there sincerely listened to our ordeal and kindly put us in touch with the president of Timberlake Homes. Soon after, we got a call from the president of Timberlake Custom Renovations, and we organized a meeting for him and his colleagues to come out and survey our situation. We had only met the folks at TCR for a few hours but could already sense a very high standard of professionalism surrounding them. The TCR president and his team explained everything in detail. They were present and professionally proactive at a meeting with the county. Needless to say, the TCR's team put confidence back in the hearts of the homeowners. The TCR folks made any hiccups in the construction schedule melt away. The customer service we've received from this team is excellent. TCR realized our dream and restored the faith we had lost about professional standards. This is an amazing team!”