

Our Customers Speak!

Patuxent Chase, Ellicott City, MD

“We explored many communities ... and visited multiple open houses ... until we arrived at Patuxent Chase. ... We could not only imagine raising our family here, but also growing old together here. ... Joanne Stokes has been fantastic throughout the sales process. ... As first-time homebuyers, many things were new to us, but she was able to simplify the complex minutiae. She was always helpful and accommodated our busy schedule. ... Nathan and David [project and construction managers] made themselves available wherever we had questions. ... The construction process came to an end in a timely fashion... We have been very happy with the home ... To make an expensive decision in these economic times was difficult; however, the Toll Brothers team has been with us throughout and we are very pleased with the end product.

—*Dr. & Mrs. Ajay H., The Reserve at Triadelphia Crossing*

“Our Toll Brothers experience was a very good one! We really love our home and we are so glad we bought a Toll Brothers home. Our 5-year anniversary just passed and we are as happy with our home now as we were 5 years ago when we bought it! Thank you and Toll for helping us build our dream home.”

—*Mary C., Patuxent Chase*

“It has been just over a year since we moved into our new home at Patuxent Chase. Our experience with the entire process, from initial contact with your sales team through closing, was nothing short of outstanding ... Our experience has enabled us to enthusiastically recommend Patuxent Chase without reservation to our friends. One of our friends recently closed and we have another considering. Thank you for the outstanding sales and management team at Patuxent Chase. They made the entire home purchase experience a true pleasure.”

—*Conrad & Cassandra D., Patuxent Chase*

“I want to express my appreciation for the excellent team at Patuxent Chase. This group of professionals made a daunting task (building a new home) into an enjoyable experience. They were so cooperative, knowledgeable, helpful, and responsive ... [taking] the time to acquaint themselves with our taste, our preferences, and our personalities. The quick response by Nathan (project manager) reflects a quality company and continues an excellent reputation for Toll Brothers. Michelle Kim at the Design Center helped make our new house into a “new home” that reflects our taste. The social gatherings planned by Joanne and Brittany (sales team) help to make new neighbors feel welcome and help build a real community. We are pleased with our new home and feel it was due to the process, the options, and the expertise of our team at Patuxent Chase.”

—*Judy W., Patuxent Chase*

“I had read that Toll Brothers was a premier builder of homes. Over the past months, I have learned the truth of that statement... Above all, I am praising the wonderful relationships I and your staff have formed ... each has demonstrated repeatedly their competence ... and made my home buying experience one that I will remember for the rest of my life. It has evolved into one of those extraordinary moments that so rarely happen to any of us during a lifetime. I ... have been truly blessed ... I can only end this letter with “Thank You All!”

—*Lawrence C., Patuxent Chase*

“When looking for a builder, we decided to build with Toll Brothers once more, for we are very satisfied with the quality and customer service that they currently provide us with. The team [at Patuxent Chase] are always willing to go out of their way, and accommodate any custom features that are not being offered ... [they] always act quickly when responding to emails and phone calls ... [they are] always eager to listen, help, and provide customer service that we have come to expect from Toll. Thus, we are extremely delighted and satisfied with the construction of our new home.”

—*Arvinder and Tajinderdip U., Patuxent Chase*

“I am writing this letter just to state how pleased we are with the outcome of our home. Many people are familiar with the name Toll Brothers as renowned builders of luxury homes, which is what brought us to this builder and this community. It is truly picturesque, with homes which are refined and elegant, but maintains an atmosphere of warmth and family ... What is notable to us is the difference in the quality of materials used, the assistance in the process of choosing the most aesthetically pleasing elements, and soundness of the physical structure itself. This is truly the most beautiful home that I have ever seen in person, and I live in it!”

—*Krista C., Patuxent Chase*

“The purpose of this letter is to express our sincere appreciation to Joanne, Michelle, and Alisa for their skill and professionalism ... It didn’t take long before they knew us very well and were able to be helpful in assisting us in developing and reaching goals and objectives for our home that were comfortable for us. Their knowledge of the Toll product and their rapidly acquired knowledge of us fostered the constructive and timely suggestions that were offered, making the overall very complex purchasing process much easier ... The team hosted wonderful gatherings that allowed us to meet current and potential homeowners and learn from them as well ... As we look toward the future and recovery of the economy, we know that Toll has “shovel ready” projects and you have just the right team that can take dreams and move them to reality ... we wish you well.”

—*First letter from LeeRoy & Yvonne B., Patuxent Chase*

“The purpose of this letter is to express our sincere appreciation to Nathan for the wonderful job he did in managing our new home project. It was clear that Nathan was very knowledgeable and confident in his ability to represent Toll, the product, and oversee the process. This gave us an additional level of comfort as we navigated the purchase ... Trust is a highly valued trait that takes a lot of time to build but very little time to destroy. The purchase was made considerably easier because of the trust that gradually was built in our relationship ... Our thanks go out to Nathan for a job well done.”

—*Second letter from LeeRoy & Yvonne B., Patuxent Chase*

“Our preference had been to find a resale since we have previously had an unhappy home building experience with a different builder; however, our initial meetings with Joanne Stokes and Nathan Brandenburg convinced us that working with Toll Brothers at Patuxent Chase would be an enjoyable process with exceptional results. As it turned out, our expectations were time and again exceeded. .. They are wonderful people that are outstanding at their jobs, and we could not feel luckier that they were in charge of our project. Please give our thanks to Joanne, Nathan, Fabian, Alisa, Rose, Michelle, and all of the many workers who built our beautiful home.”

—*Marc & Mary S., Patuxent Chase*

“I am writing on behalf of my parents who are proud owners at Patuxent Chase. They would especially like to thank your team for making the home buying experience effortless and worry-free. My parents cannot thank your team enough for going out of their way to make sure that they are completely satisfied and confident about their purchase ... We were especially impressed with the events held at the community ... Toll Brothers is a builder that brings a community together. I can confidently state that when it is time for me to be a homeowner, I will undoubtedly choose Toll Brothers.”

—*Brian K., Patuxent Chase*

“I am writing in praise of your outstanding staff that facilitated a very positive home-buying experience for my family. Based on the long-standing reputation of Toll Brothers, we expected a beautiful, high-quality home and this is, indeed what we got. What we did not expect, and were delightfully surprised with, was a smooth and pleasant home-buying process ... Over the years, I have purchased a number of homes from various builders and this is, by far, the most satisfying home-buying experience I’ve had. And the reason is your excellent staff... I appreciate not only the outstanding work they did on the house, but also the professionalism and courtesy they demonstrated throughout the process ... they are doing exceptional work on behalf of your company.”

—*Won Joo K., Patuxent Chase*

“I am writing to share our positive experiences in our process of purchasing and building our new home with Toll Brothers ... We were very pleased with the resolution of our concerns and various other options that we included during the building of our new home. They [Joanne Stokes, sales manager; and Nathan Brandenburg, project manager] were kind enough to take time and answer all our questions and concerns. ... Throughout the construction of our new home, I have referred several of my colleagues and friends to Toll Brothers as the builder of their choice and specifically, to Patuxent Chase to work with Joanne and Nathan.”

—*Dr. Gurdeep & Harleen A., Patuxent Chase*

“We would like to thank you for the excellent service you have provided to facilitate home ownership at Patuxent Chase. From the moment we took our first step into the Malvern model, we felt the warmth and beautiful ambiance of a Toll Brothers home. As we moved through each space, we were in awe of the magnificent grandeur ... Joanne [sales manger] has been with us every step of the way, keeping us up to date ... she and sales associates, Brittany Grimm, Zina Kelly, and Kate Callaway have taken great care of us. ... We get to share our excitement ... with other home buyers and homeowners and be reinforced from the joyous exchanges we share with them. Joanne and her sales associates have served as glowing ‘rays of light’ for us, along this journey to Toll Brothers home ownership. They do an outstanding job of comprehensively keeping us on top of the all-important business and contract details, in a timely, concise, and disciplined way. ... Michelle Kim was our [design] consultant and was extremely helpful in allowing us the time and providing her expertise to get us through our selection process. Three cheers for the design studio team! ... Nathan Brandenburg [project manager] is the ‘go to’ man. Nathan and Dave Erat [construction manager] have done ‘a whale of a job’ moving forward ... Nathan is ... on top of everything related to our new home ...willing to guide us through every step to make this endeavor for our ‘dream home’ come true. Patuxent Chase staff is the greatest! Thank you again for providing us with a first-class Toll Brothers experience!”

—*Chip & Tencia S., Patuxent Chase*