

Village Eye Care
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I want to thank everyone at Regency for a great job on my new office building, Village Eye Care. I had no experience in designing or building an office but the whole process went very smoothly. The staff at Regency patiently worked with me for many months while we designed and then fine-tuned the details on my new office. I wouldn't say that there wasn't a fair amount of stress in the process - there are so many decisions to make. But the whole process went much better than I expected. Dan, Alex, Warren, Jason, and Frank all were easy to work with, responsive, and gave me good advice. I came to believe fairly quickly that I was being given honest opinions on my construction options, and not advice designed to maximize their profits.

Their staff responded quickly to my phone calls and questions. I really can't think of a single criticism or complaint about the whole construction experience. I have now occupied the building for two years and we have only had one minor problem. We had clogged plumbing three or four times. Regency had a plumber out each time to unclog it. Finally they determined the problem was at the PWC connection in the road. They coordinated with PWC to dig up a section of Village drive and redo the connection and we have had no problems since then. This was handled after the one year warranty period, but Regency handled all the expense since it had been an ongoing problem.

But aside from that one minor issue, we have had absolutely no quality or construction concerns. It was a pleasure to work with Regency and I would recommend them to others without reservation.

William Vaughan, OD

