

Here's what our customer's have to say about us...

"Dear Eric and all the staff at Plattsburgh Housing... I can't thank you all enough for the wonderful work you all did in helping me through the process of selecting, buying, decorating, waiting and finally installing and moving into a beautiful, fresh new home. You are a dynamic team which really lives out, in your day-to-day work, and in your mission statement which I read many times on Eric's wall. Every one of you is a credit to that statement. When I walked through the doors, I was totally intimidated by the task ahead- I did not want to buy, but had to. Over the weeks, I came to recognize one of life's precious lessons...challenges are indeed opportunities- often to meet and interact with good people, who help others, a lot. I'm glad that I went through all of this- I now have my own home, but I also had a wonderful experience with you folks. Thank you"

-Sarah Anderson, Chazy, NY

"Dear Eric, Just wanted to make an added note (to the survey), your set up team was extremely helpful. They were very knowledgeable and were patient with all our questions. They told us step by step everything that they were doing and when it came to choice making, they consulted us and included us in everything. Very impressive and great work! You've got great people there. Don't ever let them go anywhere! Besides being very friendly, they made us feel very comfortable. They were so helpful with all the information which is great with first time buyers. I'm sure we had some stupid questions sometimes but she was always very helpful. Wayne is great. He told us everything he was doing as he went a long and was honest if we asked questions about doing certain things with the house (whether they were good ideas or bad ideas.) Your finishing crew was great too. All your crews seem to work well together. They all know what they're supposed to do and appear to enjoy their job while they work. Too many times we see a business where the staff are very "professional" and do their job well but don't treat their customers with that "personal" treatment. Your staff seem to treat everyone like they've known them for years. Congratulations, Eric... you've got a great family there. Keep up the good work. Jeff and I would recommend Plattsburgh Housing Outlet to all our friends."

-Jeff & Kathy Bly, Tupper Lake, NY

"Dear Plattsburgh Housing Outlet, Thank you so much for all you have done for us! We couldn't have done it without the help of Plattsburgh Housing Outlet! Also a special thanks to Lisa. We appreciate the extra mile you took to get us where we are."

- Caitlyn and Craig Dumas

"Dear Lisa, Just a little note to let you and Eric and your whole crew know how grateful Chuck and I are for all your time and energy given. It has been quite an experience! One we could have never gotten through without the help from everyone involved. We both thank you all from the bottom of our hearts, and will continue to spread the good word about your great home center. Who knew that a chance stop at your place to get "ideas" for remodeling our old home would end up in a brand new home! Thanks Always!"

- Chuck & Ann Arno, Mineville, NY

"Dear Michelle, We can't thank you enough for all your dedication and help along the way in making one of our dreams come true. You and your staff are truly extraordinary. Your professionalism in the building field is superb but you also treated us like we were family. That is not an easy talk long distance either, however you always handled everything with great ease. You are the best!"

-John and Suzanne, Connecticut (building in Lake Placid)

"Eric, I wanted to drop you a little note on my experience. From the beginning, everyone was extremely helpful. My home consultant focused on my needs and odd requests that I had made or needed to work around. She was also very supportive of my choices and not at all pushy in any way. Then with the loan process that you assisted with was very relaxing and non-worrisome. I felt as though it was a walk in the park verses a nerve racking process. I also want to thank you for the assurance & delivery of the keys that Mike made the morning that I had all the utility personnel coming. Next when the crew came to set & finish the inside, they were very quick & professional. I would also like to make a special note about Wayne. He is extremely helpful, honest, & made this experience very comfortable. He definitely knows his stuff & I feel is a great asset to your company. Lastly, Mike. He did an extremely great job working with us on the process of getting the things to us that were missing from the original order or in need of fixing. Everything Mike said was going to happen, happened & in a very quick manner. I just wanted to say thank you to you and your staff, this process for me and my family was literally a dream come true & your folks made it happen for us. I know that letters like this are few and far between so I would appreciate it if you would please give credit where credit is due for those terrific people you have working for you. Thank you again and I can assure you that if/when we are in need of your services again; you will be the first we contact."

-Samantha Trayah, Fairfax, VT

Over...

Dear Eric,

We absolutely love our new house! Ultimately, we are completely satisfied with our experience with Plattsburgh Housing Outlet. You, Michelle, and Lisa have treated us like friends and family throughout this process. This level of service is a lost art in the world today--we are glad that it still exists with PHO. Especially when we have made **TWO** of the biggest purchases of our lives with you!

My offer to help during an open house or in any other capacity still stands. Erin and I owe you for all the effort you put forth to make this house happen. We had the door shut on us many times while the economy tanked--I'm grateful that your door was always open for us and that you were willing to look for different solutions to the many issues that had arisen during our hunt for a new home.

The people that you work with are outstanding too. Jody Boulrice, Richard Dumas, and Harold Way have been very honest with us and have provided a level of quality that we could not have been happier with. They seem very proud to do what they do, and it is reflected in their work. I would recommend them to anyone.

If I can ever be of further service to you or assist you in anyway, please let me know. Erin and I really appreciate everything you've done for us.

-Steve and Erin P., Port Kent, NY

"Ken and I researched and investigated all different methods of home construction for about 5 years. During that time, we visited and toured numerous housing companies, factories and models. We were always treated decently, but always left with a feeling that we had been at a used car dealership with a salesman willing to tell us anything to make a sale, regardless of what we really wanted.

*We decided we wanted a Bill Lake Home, due to the excellence of their construction. We were very pleased to find a local dealer - Eric & Michelle LaBounty of PHO. From the first time we talked to Eric on the phone, and then met him and Michelle in person, we had a totally different experience. Eric *listened* to us and then worked with us as a guide and as a wonderful source of information, helping us fine-tune our ideas into a concrete plan. Working with Eric was like working with an honest friend, someone who was looking out for us by helping and explaining things to us each step of the way.*

The house itself is absolutely wonderful. We feel so very fortunate to have dealt with Eric & Michelle of PHO, especially after hearing of troubles that other friends and acquaintances have had with their house building experiences. We recommend PHO (and Bill Lake Homes) whole-heartedly.

- Ken and Joan K., Potsdam, NY

Dear Michelle,

Thank you also for the plaque. I had noticed the one in the office and had always liked it.

We are loving the house. It feels more like home every day. You and Eric made us feel like family. With all the personal attention you gave us and we so appreciate it. I thank you from the bottom of my heart.

-Debbie and Jim F. Cadyville, NY

Hello everyone!

I just wanted you all to know how very much we love our home. You have all been wonderful to work with and gracious at all times. Thanks, Eric and Michelle, for being honorable business people...and thanks for Heather, she has never been anything but extremely helpful and wonderful (Lisa, too - I can't leave her out....even though she took the option book away from me :) I have not forgotten about the photos or about having you all over for a visit.

-Trudy M., Plattsburgh, NY

Dear Eric,

Everyone was very helpful throughout the entire transaction. I cannot say enough good things about the entire staff and crew. They all were looking out for the customer and what my needs, thoughts and concerns were. You worked with me on my budget and I truly appreciate it. Your compassion and generosity will never be forgotten. Thank you from the bottom of my heart.

-Sharon T, Altona, NY

Dear Friends at Plattsburgh Housing Outlet,

We are so excited to move into our new home. Thanks so much for all of your help. You have all been great. The movers come on the 21st. Another chapter in our lives begins. Thank you Eric and Michelle for the lovely picture frame. That was so thoughtful. We appreciate all you've done. The whole work crew was great.

You're always welcome to stop by whenever you're in the neighborhood and see the final project. Have a prosperous summer!

-Jack and Barb S., Malone, NY