

Chris & Kara Jones

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We moved to Bismarck in August 2015 due to an employment relocation from Fargo. We are originally from Bismarck so the area was familiar to us. Many of our family still live here. Our parents were even able to help us with our home search. Upon walking in to the 3608 Clairmont Road spec home, all of us knew this was meant to be our house.

Chad was very easy to work with throughout the preliminary offer stages. He was responsive and helpful with answering any questions our realtor posed to him. After the contract was signed, he was very accommodating with various changes we wanted made with the house (i.e., switching out electric range to gas, different front door design). On closing date, we met various members of the K&L team, including Ryan. Who I now fondly refer to as "Handyman Ryan who knows how to do everything."

Everyone knows after you buy a home, especially a new home, there are always going to be little tweaks that need to be done, or things you notice after you have lived in the house for a few weeks/months. Working with the online "Co-Construct" site, Ryan was here within hours to fix any and everything - always with a smile and a pleasant demeanor. Always courteous, arriving at the time he said he would, and completing a thorough job. He may have even hauled out his "really tall ladder" and retrieved 8 Nerf foam bullets from one of our landings...

And when he wasn't at our house, he would be found in his white "K&L Service Call" van roaming the neighborhood to help at some other home. Ryan truly knows what exemplary customer service means and K&L is lucky to have found him. Rest assured, potential clients of K&L Homes, if you build or buy from Chad, Handyman Ryan will be there every step of the way after the sale, to help with whatever you might need! Yeah for that!