



The Scheffer family from Langscheid liked the Stommel Haus flexibility. They bought a turn-key house and the entire project was a very good experience for them.

“We are feeling really great”

„If the details are perfect, the entire house is perfect” – this guiding motif of the owner of Stommel Haus evidently leads to success: The 44 Stommel Haus clients who participated in a survey by “Klartext” of the German magazine “profertighaus” in October 2009 unanimously recommend the company, the survey shows very good overall scores! The majority of the families interviewed emphasised how well they feel in their timber houses today, which is probably the most valuable reference for a manufacturer.

Franz Stommel started the business in 1969 together with his wife Waltraud. The roots of their company reach back to 1933 to the simple joinery of the earlier generation. However, the products of today are no longer “simple”. At the beginning they produced holiday log houses with solid timber, now the company builds contemporary and complex buildings with a wall construction fulfilling the requirements of today.

The bespoke construction built to their own plans convinced the Binroths. If they had to do it again they would ask for more alternatives during the fitting meeting.



In 1988 Stommel Haus dismissed the traditional wall construction and now works with double timber wall designs with ecological insulation – an ingenious design for the solid timber buildings of today. There are 50 people working in the medium-sized company in Neunkirchen-Seelscheid near Cologne in Germany, who produce 60-80 houses per year with a focus on Germany. Currently, Stommel Haus is starting to enter the British market.



The Frommes from Kamen are one of the many families who would do a self-build project again with Stommel Haus. They think that their house is unique and feel very well in it – “we love the very good atmosphere”.

Feel-good factor is the key subject

The concept of the house manufacturer works fine which is shown by our survey of 44 client families. According to the survey, all the families feel very well and are pleased they chose to build a timber house. The atmosphere behind the eco-walls is described by all of them as convincingly comfortable. The only criticism concerned sub-contractors where they were used and who did not always provide the expected quality.

The top score was reached in the category “Recommendation”, 89% gave full marks of “very good” and 11% “good” – a clear vote. Categories dealing with “Complying with Specification”, “Meeting Specified Budget” and “Project Execution and Adherence to Schedule” scored above the average mark in this survey of 1.4. The categories “Standard of Interior Fitting” and “Footfall Sound Insulation” leave room for improvement to reach the same level of satisfaction as the other categories, however the score was still very good.

This very good result is underlined by the general outcome of the client survey: All clients would recommend Stommel Haus to other customers.

Matching the technical development of their construction, Stommel Haus continuously updates the architecture of their houses. Besides the classic timber house chalet style in natural wood colour, the modern timber houses of today are built with a contemporary design, light coloured facades, lots of glass and modern roof designs. The feel-good factor is an inbuilt feature – that is the claim of the company and has been confirmed by all the clients.

The detailed results can be seen below together with the summary by the editors.

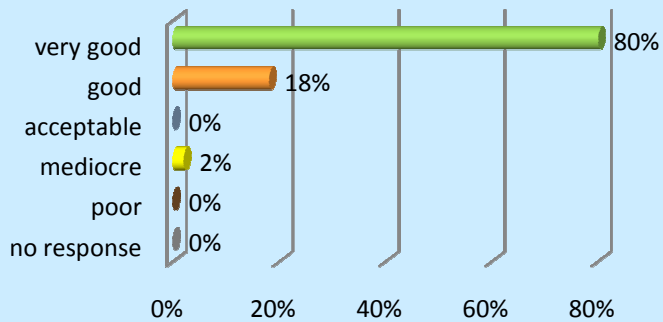


The Dornseiff family in Siegen ordered a shell construction. “Stommel Haus was very flexible”.

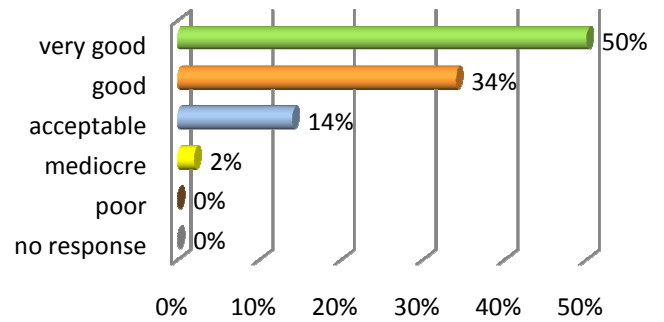


The house of the Kindel family from Gummersbach. They opted for the self-erection kit which was a great but a physically demanding experience.

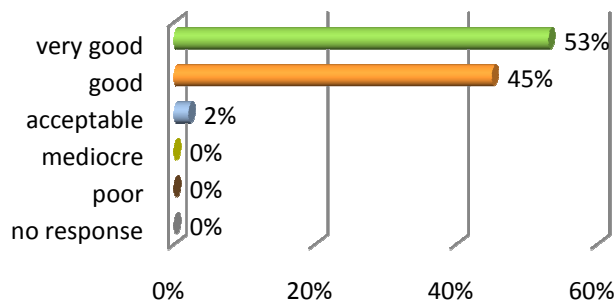
Customer Advisory Service



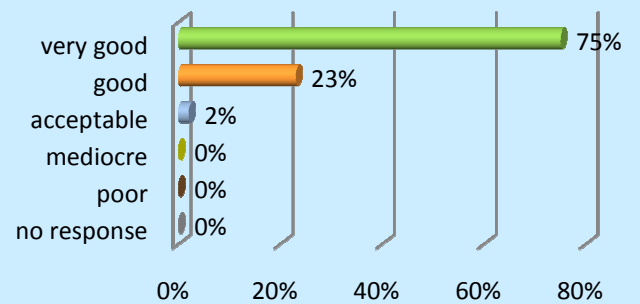
Site Supervision



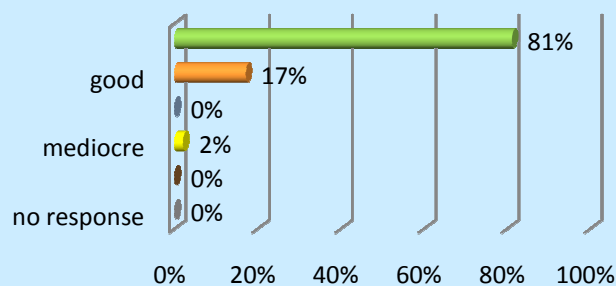
Quality of Material



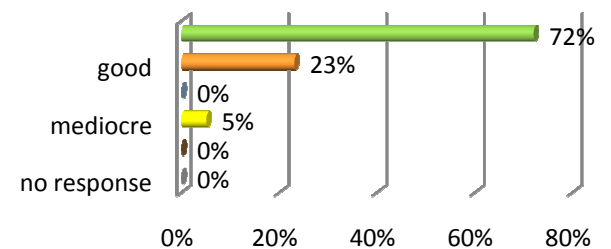
Customer Service



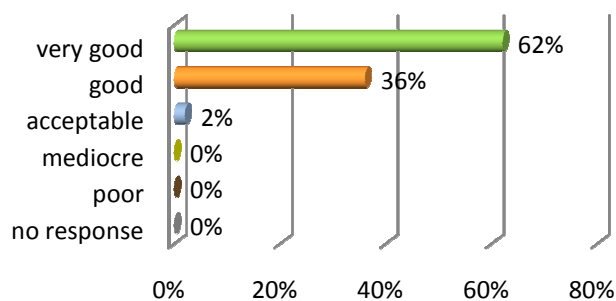
Planning Communication



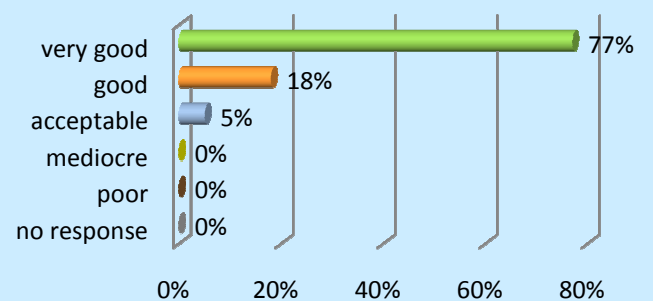
Project Execution and Adherence to Schedule



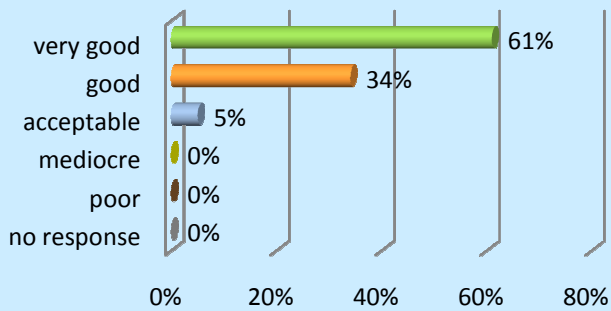
Construction Execution



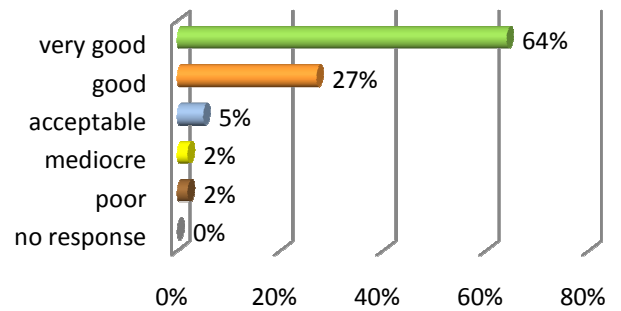
Complying with Specification



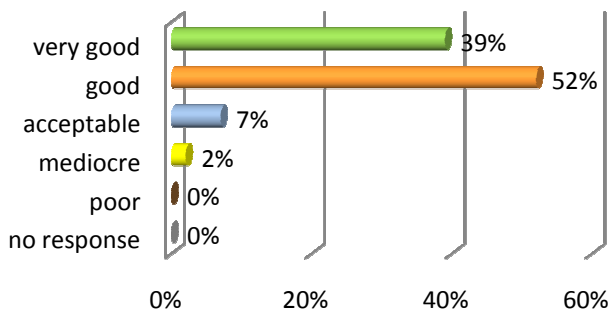
Consulting during Fitting Meeting



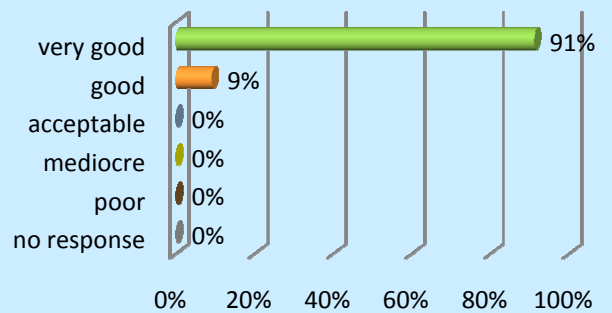
Payment Terms



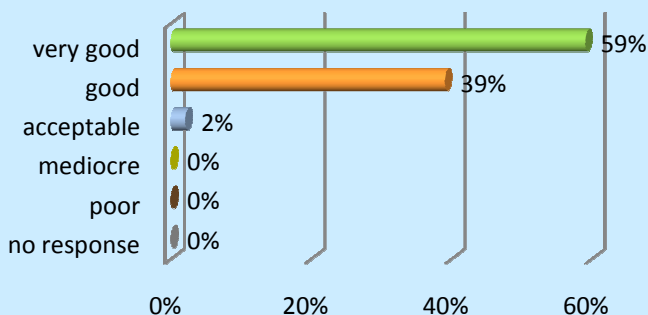
Standard of Interior Fittings



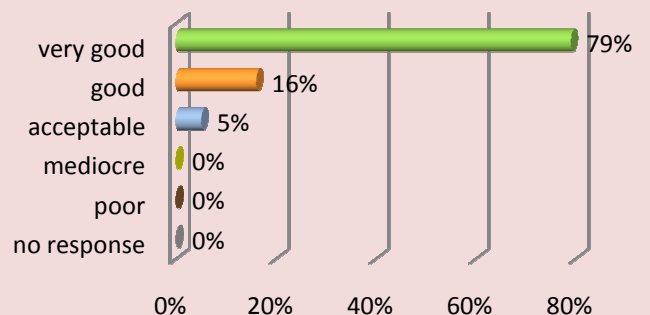
Meeting Specified Price



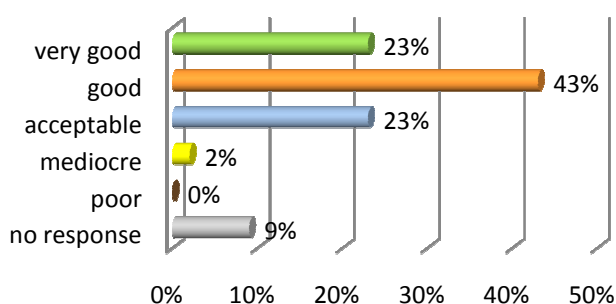
Build- and Service Description



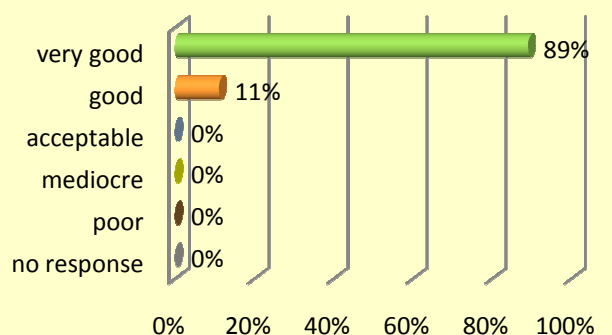
Fixed Price Guarantee



Footfall Sound Insulation (Ceiling Ground Floor)



Recommendation for Stommel Haus



Client statements

+ Uns hat die offene Kommunikation, die Materialqualität und die Handwerker-Arbeit sehr gut gefallen.
Familie Scholz, (NL) RZ Weert

+ Die Firma Stommel hat alles zu unserer Zufriedenheit erledigt, auch wenn es mal Probleme gab. Das kann man gar nicht groß genug herausstellen.
Familie Beck, 91550 Dinkelsbühl

+ Wir hatten einen sehr angenehmen, persönlichen Kontakt zur gesamten Firma. Hier ist der Kunde wirklich König.
Familie Tiefenbach, 71655 Vaihingen

+ Rundherum gute Betreuung, sehr zuverlässig, jederzeit wieder mit Stommel.
Familie Hessler, 52385 Nideggen

+ Wir haben uns von Anfang an gut aufgehoben gefühlt. Wir freuen uns jeden Tag über unser Haus und genießen das tolle Raumklima.
Familie Reich, 51647 Wiehl

+ Wir sind nur vier Monate nach Baubeginn eingezogen. Der Entwurf wurde termingerecht und außerordentlich professionell umgesetzt.
Fam. Harms, 40668 Meerbusch

+ Hier ist der Kunde König.
Fam. Poick, 52249 Eschweiler

+ Wir würden immer wieder in ein Stommelhaus einziehen, es fühlt sich an wie im Urlaub.
Fam. Tober, 27626 Hagen

+ Die Kundenbetreuung war echt super. Wir fühlen uns superwohl in unserem Holzhaus. Es ist wie Urlaub zu Hause.
Fam. Selic, 42489 Wülfrath

+ Der Wohlfühlfaktor bei einem Holzhaus ist wesentlich höher als bei einem konventionellen Haus.
Fam. Schuster, 55237 Flonheim

+ Vorbildliche Bauleitung, herausragende Qualität der am Bau beteiligten Handwerker.
Fam. Schauff, 50126 Bergheim

+ Das Bauen mit Stommel war perfekt und entspannend. Wir würden es noch einmal machen mit wenigen Änderungen im Selbstbaubereich.
Fam. Ringel, 47669 Wachtendonk

+ Hohe Zufriedenheit und Qualität bei allen Aspekten des Baus. Kundenberater und Bauleiter waren jederzeit ansprechbar und gut informiert.
Fam. Krysiak, 79639 Grenzach-Wyhlen

+ Es war alles perfekt, wir würden es jederzeit wieder so machen.
Fam. Scharpenberg, 58730 Fröndenberg

+ Die dreiwöchige Richtmeistermontage war körperlich sehr anstrengend, aber hat durch die hervorragende Betreuung sehr viel Spaß gemacht und sehr viel Geld gespart.
Fam. Kindel, 51643 Gummersbach

+ We liked the open communication, the quality of the material and the craftsmanship.
Scholz Family, Weeze, Holland

+ Stommel Haus worked to our total satisfaction, even when there were problems. We cannot state this enough.
Beck Family, Dinkelsbühl, Germany

+ We had a very good and pleasant personal contact to all involved in the Stommel Haus company. Here the client is king.
Tiefenbach Family, Vaihingen, Germany

+ Around good service, very reliable, we'd build again with Stommel Haus
Hessler Family, Nideggen, Germany

+ We felt looked-after for the entire project time. We are delighted with our house every day and enjoy the fantastic indoor climate
Reich Family, Wiehl, Germany

+ We moved in after only 4 months after project start. The design was implemented correctly and very professionally
Dr. H. , Meerbusch, Germany

+ The client is king at Stommel Haus.
Poick Family, Eschweiler, Germany

+ We would always move into a Stommel Haus again, it feels like being on holiday.
Tober Family, Hagen, Germany

+ The customer service was excellent. We feel really well in our timber house. It's like being on holiday at home.
Selic Family, Wülfrath, Germany

+ The feel-good factor in a timber house is so much higher than in a conventional build
Schuster Family, Flonheim, Germany

+ Excellent site supervision, outstanding quality of the craftsmen involved.
Schauff Family, Bergheim, Germany

+ Building with Stommel Haus was perfect and relaxed. We would do it again with a few changes of the parts we did ourselves.
Ringel Family, Wachtendonk, Germany

+ Great satisfaction and quality in all aspects of the build. We could speak to the sales person and site agent at any time and they were always well informed.
Krysiak Family, Grenzach-Whylen, Germany



The Dölling family from Tönisvorst had "full faith" in Stommel Haus and was not disappointed. They would build the same house again.



Everything was perfect. We would do it again at any time.

Scharpenberg Family, Fröndenberg, Germany



We went for the self-erection kit monitored by a master craftsman and that was 3 weeks of hard physical work. But because of the excellent mentoring we had a lot of fun and saved a lot of money.

Kindel Family, Gummersbach, Germany



Our Stommel Haus home is unique. We feel very well in it. We would build again with Stommel Haus any time. We love the atmosphere in the house, the staff were very reliable and capable.

Fromme Family, Kamen, Germany



Stommel Haus allows everyone to build their individual home. Perfect interior climate. Fantastic!

Dr. Dellmann Family, Krefeld, Germany



Adapting the specification was possible without problems, there were very good sub-contractors for the interior fitting.

Dornseiff family, Siegen, Germany



Not for a moment from the planning to completion were we worried that anything could go wrong. We would build again with Stommel Haus, the same house with no changes.

Dölling Family, Tönisvorst, Germany



More detailed clarification of the payment terms before the start would be better.

Gläser Family, Roßbach, Germany



Watch that Stommel Haus erects the house themselves and not a sub-contractor.

Heep Family, Hadamar, Germany



The insulation of the water conduits could be better, the utility room is too warm to use as a larder.

Selic Family, Wülfrath, Germany



The Bödefeld's from Windeck wanted a light blue house. They had a recommendation for Stommel Haus and went for the turnkey project.

+ Unser Stommel-Haus ist einzigartig. Wir fühlen uns sehr wohl. Wir würden jederzeit wieder mit Stommel bauen. Uns gefällt die gute Atmosphäre im Haus, die Mitarbeiter waren zuverlässig und kompetent. Fam. Fromme, 59174 Kamen

+ Mit Stommel kann sich jeder sein individuelles Haus bauen. Bestes Raumklima. Toll.
Fam. Dr. Deilmann, 47809 Krefeld

+ Die Herausnahme bereits beauftragter Leistungen war problemlos möglich, sehr gute Nachunternehmer bei Montage und Innenausbau. Fam. Dornseiff, 57074 Siegen

+ Von der Bauplanung bis zur Fertigstellung hatten wir zu keinem Zeitpunkt die Befürchtung, dass irgend etwas nicht klappen könnte. Wir würden wieder mit Stommel bauen – dasselbe Haus, ohne Veränderungen.
Fam. Dölling, 47918 Tönisvorst

- Zahlungsmodalitäten im Vorfeld detaillierter abklären.
Fam. Gläser, 53547 Roßbach

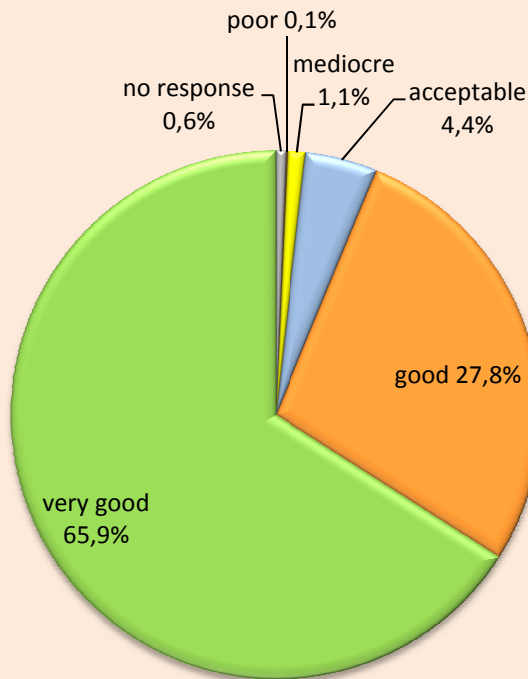
- Darauf achten, dass Stommel das Haus selbst aufbaut und nicht ein Subunternehmer.
Fam. Heep, 65589 Hadamar



The Scholz family came to Stommel Haus through a recommendation. They checked 14 times "Very good" in the 16 questions.



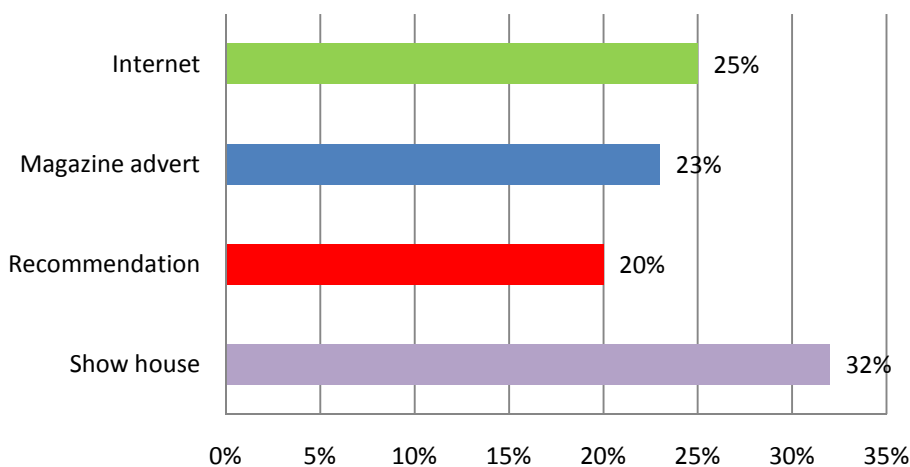
Editor's summary



Overall result of the "profertighaus" survey with 44 Stommel Haus client families

Summary: This fantastic result shows that improvements can only make a small difference on the overall performance and client satisfaction. Stommel Haus can improve on site supervision, the footfall sound insulation and standard of interior fittings, which are the reasons for the 4.4 % "acceptable"

How did the clients find Stommel Haus



Information about this article

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