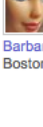


32 Filtered Reviews for Next Step Living

Note: The reviews below are not factored into the business's overall star rating.

 **Barbara Jean S.**
Boston, MA

★★★★★ 1/11/2012

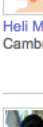
Next Step Living is a great opportunity for homeowners to insulate their homes for a significantly discounted price. Your utility company will pay up to \$2,000 toward the cost of the project and also suggest other available energy saving rebates for your area. I'm not one-hundred percent sure, but I do believe this program is also available to tenants of 1-4 unit bldg w/ owner's permission.

To date, only the audit has been done and work approved so this review will have a follow up when the total job is completed. I was quite impressed with the assessment (audit), which was performed by an extremely qualified representative who held a degree in environmental studies.

The office staff could be more efficient – received a call requesting info which had already been provided on three prior occasions. The problem has since been resolved, but time wasted returning unnecessary phone calls.


We'll see how things proceed.

***An important note to anyone who owns an old home w/ forced air heating/cooling system and is considering blown-in cellulose insulation – RECONSIDER your options unless you know for a fact that your duct work is airtight, especially concealed ducts! I didn't and consequently I've been living with insulation dust for over ten years. Big Mistake!!!

 **Rob G. Alston**
Boston, MA

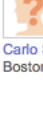
★★★★★ 1/4/2012

Our Energy Audit was terrific. What Rob told me though was disappointing—our old electrical wiring and wet basement would make blown-in wall insulation impossible right now. We have already known we needed to do these things and will get to them eventually. We also got some new style compact fluorescent, two 3-ways and two slim profiles for which we hadn't been able to find CFL's so far. Also got a terrific programmable thermostat that's working superbly—they even took the old mercury-containing thermostat to recycle. For a free service, this was outstanding. I can't evaluate the contracting services as we cannot yet take advantage of them, but the audit was first-rate.

 **Hail M. Cambridge**
Cambridge, MA


★★★★★ 1/4/2012

Since I only had the energy audit, I had no problems with this company. The auditor was efficient and knowledgeable, but, since my house was already had insulation, he only made minor suggestions on how to further reduce heat loss.

 **Barbara M.**
Boston, MA

★★★★★ 1/2/2012

I recently did my Intership with this company and I must say that everyone really made me feel very welcomed, and as for the dog of the warehouse I still have not seen him yet and I love animals!!!!!!! also would love to say I would be very happy to be a part of their team!

 **Dixie C. Melrose**
Melrose, MA


★★★★★ 12/27/2011

This is a "no brainer" a clean, neat, polite representative comes in to your house and replaces incandescent bulbs with fluorescent ones (some of which are brighter than those being replaced) and charges you nothing.

He checks the efficiency of your water heater and furnace and makes suggestions for repairs, if appropriate.

He checks for insulation and makes recommendations for improvements. In my case he gave me approximate costs of \$697. After using their rebate program, these changes will cost me less than \$200.

I own three houses and had all 3 done. The people were all professional and very pleasant to deal with.

 **Carlo S.**
Boston, MA

★★★★★ 12/22/2011


I would also consider calling these guys back to have my walls insulated!

That's no copy and paste either....To truck 17 that included Andrew, Mike, and Clara, they were very professional and polite in insulating my attic and air-sealing my whole home. I have an old home and I couldn't afford to do everything on my own. Although I had to call a couple times to try and reschedule since I have work (almost months in advance), I was able to get a day off so that they could have the whole day with me to discuss what was to be done. The company called me a day in advance to remind me of the appointment and time of arrival which was a plus. They saved me over \$1500 of work on my home and did a very good job at it too. They also installed a roof vent, attic access doorway and fiberglassed the attic opening up to 12" so that if I open the door, no insulation would fall through. All this along with a programmable thermostat and some energy efficient lightbulbs for absolutely nothing....why wouldn't anyone say something bad about this company if they do good quality work on your home for free??? Not to mention the workers I had were also very clean and always made sure to pickup after themselves. I will forever recommend this company for the work they do, even though a minor issue was the scheduling problems....but hey, its free...I shouldn't even complain about that.

 **Paul F. Newton**
MA


★★★★★ 12/15/2011

Arrived on time, explained what would be the focus. Described what he was doing as we went along. Thoughtful about moving through the house, always asked permission. Very knowledgeable, and in the end, we got lots of assistance in energy savings. I've already recommended this process to neighbors. I have no financial interest in this organization.

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 **Nancy C. Brookline**
MA


★★★★★ 12/5/2011

We had our assessment on Oct 5, signed up for insulation installation and now as of Dec 5, STILL have not heard back from them. They don't answer the phone.

 **k.c.**
Boston, MA


★★★★★ 12/4/2011

I was pretty much satisfied. They were on time and did take care of most of my heating issues. They did not assess my garage or my front door which I felt did have some issues and probably needed some type of weatherstripping to cut the draft. They recommended my attic. I will have to see how that contract comes out but I will recontact them again about the front door and garage issue. Overall I was ok with the service they were professional and they did replace bulbs and my thermostat.

 **Marcia I. Needham**
MA

★★★★★ 12/1/2011


This is a wonderful service. The suggestions I received were excellent and I am already saving energy. The technician was a professional with an advanced degree in engineering. I was so impressed at how committed and knowledgeable the technician was about so many energy issues. Everyone should do this!

 **Ricardo T.**
Boston, MA

★★★★★ 11/29/2011


I would like to thank Next Step Living for the consultation on best to reduce spending and conserving energy for my home. This program sponsored by the utility companies is going to be very helpful to me, because my home is much older and could definitely use some updating

Ricardo P. Thompson

 **Arn B.**
Boston, MA


★★★★★ 11/25/2011

The auditor came ontime and was very professional, he explained everything and answered all my questions. He replaced some light bulbs as I had most energy ones throughout the house. I had dimmer switches in two rooms and they did not have bulbs for those. The only down part was that I will take a couple months he said to come out and do the insulation.

 **DENNIS C.**
Boston, MA

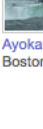
★★★★★ 11/25/2011

Great program, everyone should take advantage of it.

 **Ryan L.**
Woburn, MA


★★★★★ 11/24/2011

I'm a little suspicious when I get things that are free because I find the power always has to get paid. However, so far so good. I got my free energy audit, got a couple of free lightbulbs and a showerhead, and a great estimate for attic insulation. The auditor was personable and thorough and I have no complaints. I'll update this review if something changes in the future, since I'm strongly considering having the attic insulated.

 **Tim B.**
Stoughton, MA

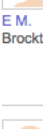
★★★★★ 11/20/2011

I thought NSL was professional and organized. Compared to other vendors providing "green" consulting and home energy audits that deliver a few extra lightbulbs and a brochure on how to set your thermostat, NSL provides real, hands on and meaningful changes such as discounts on insulation, weather stripping, thermal imaging, and a report showing actual savings, and even additional consideration of my questions about electromagnetic fields, clean, non toxic building materials and renovation, and alternative, renewable heat sources like wood and pellet stoves and wet based energy monitoring. The only disappointment is that the walls of my house don't qualify for discounted insulation because they have "some" cellulose but the thermal imaging showed that more would be beneficial.

 **Ayoka D.**
Boston, MA


★★★★★ 11/14/2011

The services were professional with a nice personal touch. I felt like Don Kelly took an interest in me and my home. His ability to communicate to me the benefits of the audit and the information I was able to obtain about my house made feel a sense of comfort and confidence. No more shuddering my shoulders and saying, "we'll see", when asked things like is my house insulated. I feel confident that my energy costs will be lower with my energy upgrades and future work to be performed. It was a plus to know that Next Step Living is able to perform the contracted work I need done. One less thing for me to schedule as a home owner. I am overwhelmed with gratitude to be middle class and qualify for a program that offers such tangible value. I got more than I bargained for!

 **Dianne Z.**
Boston, MA

★★★★★ 11/7/2011


They are good with follow up, but half of the follow up depended on me signing the papers on time. I signed with them in August, but delayed signing a contract until 6 weeks later in September. They would have come out in late September or October if I'd signed that final release, but I had the insulation work done last week. They contracted with a nice team of well-mannered and highly trained workers, who did really good work, and now my home is much warmer with lower burning of fuel.

 **Julie S.**
Boston, MA

★★★★★ 11/7/2011


I signed up for an energy audit because a friend had a great experience with Next Step. I was really pleased with Henry, the guy who came to do the audit. He spent about 2.5 hours combing thru the basement & the attic of my house suggesting ways to save me money. Before he left, he replaced almost every light bulb in the house for free! I would suggest the audit to anyone who is unsure of ways to cut their energy costs.

I hope to be able to report back with glowing reviews after they insulate my attic! Thx Henry, you Rock!

 **E.M.**
Boston, MA

★★★★★ 10/30/2011

DO NOT USE THEM! They came out and did the audit in August and now it's November (in one day), and they cannot schedule my insulation work because their schedule is the Mass Save audit. Don't sign anything!!! I highly recommend checking with other contractors first especially if they do not flex flexible enough to work with my needs. I will recontact them if they change their mind.

 **Juanita b.**
Boston, MA


★★★★★ 10/28/2011

the assessment was very helpful and understand and explain very careful and it was very good and I really like the way that every thing was explain to me and Ross was very pleasant helpful in explain every thing to me it was such a pleasure talking with him thank every for the help .

 **John F.**
Weymouth, MA

★★★★★ 10/26/2011

The gentlemen that did the insulating in my home were very professional and neat and courteous, Very respectful of my husband and myself and my home. I would recommend highly.

 **Cassandra A.**
Boston, MA


★★★★★ Updated - 10/20/2011

Carlos and his crew returned to finish the insulation job. They arrived on time and finished right on schedule. You can really tell that they work well together. And given that this is laborious work, that is definitely a plus! Carlos and his crew get five stars—I would give NSL five stars if they had a low cost program for windows. I'm already reaping the benefits of a warmer home but help in getting rid of the rest of my old windows would make an even greater impact.

[Previous Review: Show all »](#)


★★★★★ 10/5/2011

I received a flyer about NSL through the Mayor's Renew Boston initiative and dismissed it twice... [Read more »](#)

 **Natalie J.**
Boston, MA


★★★★★ 10/17/2011

The team that came out to do my work - Mel was the team lead - were all very professional. They were on time, worked well together, and kept me informed of procedures and were respectful of my home. I had a problem with a wall afterwards (a small crack) but it was taken care of right away, and I really like the inspection done afterwards. The whole process was professional, unilateral, and thorough - the agencies for the incentives that pay for 75% and the staff of Next step work very well together.

 **Monique D.**
Newton, MA

★★★★★ 10/9/2011

Next Step Living came to assess my home and they did a great job. They sealed my attic from the rest of the house and did such a good job cleaning up after themselves, I could barely tell they had been there. I noticed a difference immediately in the temperature of the room and the house. The crew they sent to my home was professional and friendly. I would recommend them to my friends in a heartbeat.

 **Jane M.**
Boston, MA


★★★★★ 9/27/2011

Wish I could give no stars.

I submitted my request for insulation with them in April 2011. Today is September 26, 2011. I still have no insulation and have, in fact, been told they have no ability to issue contracts currently (this has been the story since Sept 1, 2011).


They came out on 6-3-11 and did their audit. At this time, they informed me of some areas of concern. We fixed those and on 6-28-11, they came out again to do another audit. We were told we were all set. Then they called to come out and do another audit so on 7-15-11, I called the company and was told that this was in error and they would be issuing a contract. While on vacation, I contacted them on 8-3-11 and was told they were not sure what the hold up is. I was told they would call me back. They didn't. Same story on 8-4-11, and 8-5-11. Finally on 8-8-11, I wrote to the mayors office, attorney generals office, and the BBB. On 8-8-11, they called back and told me there were issues on 6-28-11 that they failed to report to me but they would get someone out to redo everything asap. I advised that their delay was delaying me from putting siding on my home and was told that once they pass me, then I would be bumped to the top of the list to get a contract. On 8-9-11, they came out and passed me and then on 8-10-11 told us that the letter our electrician submitted 6-28-11 was not in the format they needed. By 8-31-11, they received the electrical letter in the format they needed and confirmed they had everything but as of 9-1-11, they have been "unable to issue contracts" because there have been changes to the national grid and nstar requirements. We've been following up weekly but still no contracts. I actually called MassSave directly this morning and they advised they didn't know of any changes that would cause contract issues. They are currently looking into this. .

In dealing with this company, I have not received return calls, not received responses to letters, and have been told things like "I don't know what else you want me to tell me". This is the worst customer service I have ever received. I would strongly advise going with another company that wants your business enough to respond to your calls and complete the job in a timely fashion (or complete the job at all).

 **S.B.**
Wilmington, MA


★★★★★ 8/12/2011

This company is slower than molasses in winter. The assigned representative never answers her phone and does not return calls. I would recommend finding a more professional one.

 **Tom H.**
Winchester, MA


★★★★★ 6/6/2011

We recommend NSL strongly; they did an excellent job in our house. The energy audit was very detailed; the inspector found several places where we were losing substantial amounts of heat-- a replace flue that needed a balloon, several electrical outlets and switchplates on exterior walls, poorly insulated sections in the attic, etc. They drew up a detailed plan, carefully explained the process and cost estimates and scheduled a work crew to pull out old insulation, install new vapor barriers, lay down more generous insulation in the attic and add covers to the fan and stairwell. Two workers spent an entire day; they did their work carefully, were neat and left the attic and driveway in excellent order--all for a very small outlay. We're very pleased with the whole process!

 **Jack M.**
Natick, MA


★★★★★ 5/25/2011

I had Next Step Living perform an energy audit on my home and I can say I was most impressed with the detail of work and the savings that I have received via lower energy bills. The crew was on time, professional and very helpful in answering all of the questions I asked. From the initial audit to the airsealing work that was performed I have lowered my heating bill by approx 28%! I would recommend this company to anyone....It really is a no brainer!

 **A.S.**
Brookline, MA


★★★★★ 5/24/2011

NSL performed an audit on my house a few months ago and I found their services to be identifying to improving the energy efficiency of our home. The auditors performed a thorough inspection of the house, including identifying areas of poor insulation, installing CFLs, installing water aerators, and making referrals regarding insulation companies. I have since learned that they are offering insulation as a service in their own company and think this would have made a great experience even better. In addition to making our home more efficient and using fewer precious resources, like water and gas, the services were largely reimbursed by the utility companies. As a result, insulating our house hardly cost us anything, and definitely decreased the amount of terms we used in the winter. Also, I doubt that would have known about any of the utility rebates had it not been for NSL. I think they offer a highly essential service in this area, where buildings are old and leaky and resources must be conserved. In addition, I found the staff knowledgeable, conscientious and enthusiastic about the mission of the company. All in all, a great experience, and I highly recommend them.

 **Eve D.**
Roslindale, MA

★★★★★ 5/23/2011

I had a very positive experience with Next Step Living. They did an energy audit of my home that was much better than the one that NStar did. Their inspector was very knowledgeable about building engineering and told me many things about my house that I didn't know. In the end, NSL told me I should correct moisture and mold problems in my basement before doing any more air-sealing work--otherwise I would just be bottling up toxins in my living area. I really appreciated their being honest with me. I would highly recommend their service.

 **Haro B.**
Arlington, MA

★★★★★ 5/21/2011

My experience with NSL was quite positive. A representative came and did an energy audit which included scanning for heat loss with an Infra-red camera and a whole house pressure test. He spent a couple hours here and was quite helpful with all the questions I peppered him with.

There was another verification audit by Mass-Save some weeks later. All this was efficiently arranged by their staff. A couple months later their truck showed up and there was 3 workers to set your thermostat, they insulated my attic, they foamed all the openings in the floor; cut insulation for the ceiling door and finally blew in cellulose filler. They worked hard all day long and did a great job.

The total cost of the project was about \$2700, but the net cost to me after deducting all the government sponsored subsidies was about \$400. During the winter, the house was noticeably warmer and I certainly spent less on fuel than I would have.

All in all it was a positive experience dealing with the people at NSL and quite cost effective. I highly recommend them.


7 reviews in English

 **Little B.**
Boston, MA

★★★★★ 11/10/2011

I am a big fan! Anytime I can get a free consultant telling me how to save money, I am all for it. They found a few things that only need to be fixed (easily) and advised me on rebates. Like \$2500 for insulation, and I only pay \$500. I have yet to have work done, so stay posted.

Was this review ...? [Useful](#) (1) [Funny](#) (1) [Cool](#) (1) [Add owner comment](#)


 **Shirley O.**
Framingham, MA

★★★★★ 1/7/2012

Great program sponsored by the utilities (75% instant rebate!) but this Next Step Living company does not do good work. The job is fortunately quality checked by a MassSave inspector or Next Step Living (from Boston) would've let us with the job incomplete, incorrectly installed products and shorted us on our amount of insulation.

The company next step living had to return to my house after the quality inspector from MassSave checked their work. This meant I had to take another day off of work and so we agreed that I would correct their mistakes. Thankfully I had to then have another quality check from MassSave and wouldn't you know it, they came out and passed me and then on 8-10-11 told us that the letter our electrician submitted 6-28-11 was not in the format they needed. By 8-31-11, they received the electrical letter in the format they needed and confirmed they had everything but as of 9-1-11, they have been "unable to issue contracts" because there have been changes to the national grid and nstar requirements. We've been following up weekly but still no contracts. I actually called MassSave directly this morning and they advised they didn't know of any changes that would cause contract issues. They are currently looking into this. .


In dealing with this company, I have not received return calls, not received responses to letters, and have been told things like "I don't know what else you want me to tell me". This is the worst customer service I have ever received. I would strongly advise going with another company that wants your business enough to respond to your calls and complete the job in a timely fashion (or complete the job at all).

 **Daniel C.**
Arlington, MA

★★★★★ 12/24/2011

It took about 5 months between when I had the audit and they came to do work. When they finally came to do work, they ended up not doing the work because of issues that the audit missed. Overall I think it was a waste of my time.


Was this review ...? [Useful](#) (1) [Funny](#) (1) [Cool](#) (1) [Add owner comment](#)

 **Nahed S.**
Newton, MA

★★★★★ 12/22/2011

The energy assessment was very helpful. It took a very long time to complete but it was informative. The problems started with the blowing of insulation into our walls. I was told that there would be someone posted inside my house while the work was done. There wasn't. Of the three and a half walls they completed two were cracked and one blew out. Luckily I was in the room when one cracked and yelled at them to stop and for the other a man was coming inside to use the bathroom and he noticed. The blow-out was because no one was in the room they were insulating. At this point they asked me to sign a contract saying I would be responsible for any other damage they incurred. I did not sign it and so we agreed that no more work would be done. A paper was drawn up and signed by both me and Next Step Living saying that they would repair the damage to my walls and that I would not be charged (the energy company would give them 75% of the cost so they wouldn't be without payment). It took two weeks of me calling and having appointments made and then broken before my walls were fixed. If that wasn't bad enough... Then without notice, a few weeks after my insulation, they took \$300 out of my checking account (they had my bank information from the \$100 deposit that they still owe me). I am still calling and trying to get my \$400. I explained this is my Christmas fund (but why would they care?) I have had to continue to call multiple times a day to get a hold of someone and find out where things stand (of course they won't call me back). It is now three days until Christmas and supposedly they will look things over tomorrow. Apparently they are "really backed up." I have been polite up until today and yet they treat me as a complete menace. If anyone had returned my calls or even apologized when I finally got a hold of them I wouldn't be so angry.

Was this review ...? [Useful](#) (1) [Funny](#) (1) [Cool](#) (1) [Add owner comment](#)

 **J.L.**
Cambridge, MA

★★★★★ 4/13/2011

My experience with this company is less than perfect. I would not recommend them to anyone else!

Summary: I learned about them through my firm. They conducted an energy audit and try to install insulation at my house. The audit was done in September 2010 but the installation will not be completed till May 2011. If you need additional insulation in your house, look for someone else to do it.

Below is a more detail description of my experience:


The initial energy audit seems to be very thoughtful. They spent about 3 hours with us. This was last September. Based on the initial audit, they draft a contract for the insulation installation. Since then, they have been to the contract twice due to doubling they missed during their audit. The first revision was because they did not account for the factors siding that we had. The second revision because they did not account for the bay windows. Both revision increased the cost of installation. The quality of the audit does not seem to correlate to the amount of time they spent.

I live in a condo and the other unit wanted to take advantage of the offer to install insulation. During the other unit's audit, they found some concerns which they wanted both units to verify. Next Step Living passed the information to the other owner and asked him to pass it to me -- instead of contacting me directly. This is very unprofessional.

When it comes to time of installation, they did not contact me ahead of time. I has to ask them if they needed anything. Due to the spring rain, they could not conduct the installation during the first day and needed to make it up in May. This information is not told to me ahead of time either.

Overall, my impression is that this company is not very organized nor systematic. I would rank them at the bottom in terms of professionalism. I would not recommend them to anyone.

Was this review ...? [Useful](#) (4) [Funny](#) (1) [Cool](#) (1) [Add owner comment](#)

 **Christine C.**
Norwell, MA

★★★★★ 8/9/2010

I will proselytize the virtues of Next Step Living to anyone who will listen. This company is fan-freakin'-tastic.

I learned about NSL through a business associate and decided to have them come out to do a FREE (my favorite word) energy assessment.

The rep from NSL came out (he was on time) and spent a good 3+ hours combing through my small house. At the end we sat down and he gave me his assessment. He said the house was in great shape, and there was minimal air leaks. The one recommendation he made was to insulate the attic better and cover the opening with a properly insulated hatch, rather than the ghetto plywood that was currently there. Considering that the hatch for the attic is in my closet, and my closet gets hot enough to melt lipsticks, I agreed.


Here is the best part- the utility company pays 75% of the total charge. Yep, no catch. There are no income restrictions or fine print. I simply paid 25% to get all of this done.

Also, before my inspector left he changed every lightbulb in the house to an energy efficient bulb, and swapped out my shower head to a low flow, high pressure head. I am not sure how a shower head can be both low flow but high pressure, but somehow it is (black magic maybe?). Oh, and all of this was done at no charge, as well.

Tamu and Andrew, the guys who did the work a few weeks later arrived on time and were so nice, professional and efficient. I could not say enough about them.

This is a no-brainer. The audit cost zero and the work cost 25%. The added bonus is lower heating bills. I am so glad I came across Next Step Living!

Was this review ...? [Useful](#) (6) [Funny](#) (2) [Cool](#) (2) [Add owner comment](#)

 **Philip W.**
Boston, MA

★★★★★ 5/12/2011

I was extremely disappointed in the services I received for \$600.90 which they kept telling me would be paid for by the Government rebate. They did a number of small tasks, but none of the significant issues I needed to save energy. They were very interested in me purchasing more services than them for which I am sure they would receive a commission. Again I was told I had up to \$1500 to spend on my energy credit.

The caulking I needed was "really backed up." I have been polite up until today and yet they treat me as a complete menace. If anyone had returned my calls or even apologized when I finally got a hold of them I wouldn't be so angry.

Was this review ...? [Useful](#) (2) [Funny](#) (1) [Cool](#) (1) [Add owner comment](#)