

*BBB helps people find &  
recommend businesses,  
brands and charities they can  
trust*



**BBB**

**100 YEARS**

Advancing Trust in Maryland

*An international mark of distinction, a sign of integrity, local resources, and more tools to give buyers confidence.*



Angie Barnett  
President & CEO

**91%** *of consumers  
familiar with BBB  
agreed that BBB is  
trustworthy*

Source: Nielsen 2017

# *What BBB Does for Business*



## **Building Better Business Behavior**

Inspired by 100 years of experience, BBB will share 8 simple behaviors to serve as the framework for your business' growth, reputation, and trust in the marketplace.



**61%** *of customers surveyed  
said they would be willing to  
buy again from a business that  
resolved their problem*

Source: Nielsen 2017

# Alternative Dispute Resolution



## LESS EXPENSIVE

Our unbiased, impartial staff is here to help both parties find common ground—for a fraction of the cost of expensive legal fees.



## FAST

Settling a dispute in court can take several months—even years. Through mediation or arbitration, these same types of disputes can often be resolved within weeks.



## CONFIDENTIAL

Courts are public forums, which means business and personal information becomes available to others. Our dispute resolution services are conducted in private.

Alternative  
Dispute Resolution  
Services



BBB serving Greater Maryland  
502 S. Sharp St. Suite 1200  
Baltimore, MD 21201

(410) 347-3990  
marylandbbb.org

We're your BBB. Better Business Bureau  
serving Greater Maryland. Start with us.



Better Business Bureau®  
serving Greater Maryland



Better Business Bureau



serving Greater Maryland

# *Access to Powerful Tools*




# Anatomy of Your BBB Business Profile

**BBB ACCREDITED BUSINESS PROFILE**

Len The Plumber, Inc.

Request a Quote

Overview | Reviews & Complaints | Request a Quote | BBB Accreditation



(443) 445-9195

**Len The Plumber, Inc.**  
22 years in business

**Headquarters**  
1552 Ridgely St  
Baltimore, MD 21230-2013

[EMAIL](#) [WEBSITE](#)

[See More Contact Options](#)

[Find a Location](#)

BBB File Opened: 01/15/2002  
Business Started: 01/01/1995  
Business Incorporated: 01/17/2001 in MD

Type of Entity


## Overview


This company provides a variety of plumbing services for both residential and commercial customers. Same Day Service is available 7 Days a Week because of their many neighborhood service locations around the Maryland region. Financing is available

Let's socialize: [f](#) [t](#) [v](#) [g](#)

## BBB Reason for Ratings

BBB rating is based on 13 factors: [Get the details about the factors considered.](#)





Len The Plumber, Inc.  
BBB ACCREDITATION SINCE 06/05/2008

## A+

[BBB Rating System Overview](#)

**Customer Review Rating:** ?

86% 11%

[173] Positive Reviews  
[6] Neutral Reviews  
[23] Negative Reviews

[202] Total Customer Reviews

[62] Total Customer Complaints

**Composite Score:** ★★★★★

Len The Plumber, Inc. has received 4.83 out of



# *Do you have a BBB profile? Go to bbb.org*

The image is a screenshot of the Better Business Bureau (BBB) website. At the top left is the BBB logo. To its right is the text 'Better Business Bureau®'. Further right, it says 'Loch Hill, MD, USA' next to a globe icon. On the far right is a 'MENU' button with three horizontal lines. Below the header is a large banner image of a smiling woman in a red shirt and apron behind a counter with muffins. Overlaid on the left side of the banner is a white box with the BBB logo, the text 'Better Business Bureau®', and 'START WITH TRUST®' in large bold letters. Below that, it says 'An ethical marketplace where buyers and sellers trust each other.' At the bottom of the page is a dark blue search bar. It contains two input fields: 'Find your businessname' and 'Near Loch Hill, MD'. To the right of these fields is a yellow 'SEARCH' button. Red circles and arrows highlight the search bar area and the 'SEARCH' button.

Better Business Bureau®

Loch Hill, MD, USA

MENU

Better Business Bureau®

**START WITH TRUST®**

An ethical marketplace where buyers and sellers trust each other.


Find your businessname


Near Loch Hill, MD


SEARCH

No matches found.


# *Not Listed? Click “Add a Business”*

 Better Business Bureau®

Loch Hill, MD, USA 

 MENU

SEARCH

Expand Filters 

[Home](#) > [Search](#) > No Results

## No Results Available

Are we missing a business or category? Request that we add a business or specific type of business category by contacting your local BBB.

[Add a Business](#)

Search Again

Refine your inquiry using the search bar.



#BBBGivesBack on  
**#GIVINGTUESDAY**  
November 28, 2017

LEARN MORE

# Complete the Profile Questionnaire



Better Business Bureau®

Loch Hill, MD, USA



Find

Near

SEARCH

## Add a Business to the BBB Directory

Are we missing a business in the BBB Directory? To start the process of creating a new BBB Business Profile, please provide some basic information about the business using the form below. Please include the name and location of the business to help BBB identify and add the correct business.

**PLEASE NOTE:** This form is only for asking BBB to create a new BBB Business Profile.

If you want to **file a complaint**, please visit <https://complaint.bbb.org> or click the button below.

If you want to **write a review** and share a recent experience with a business, visit <https://www.bbb.org/reviews> or click on the button below to learn more about BBB Customer Reviews.

[Click here to file a complaint](#)

[Learn more about customer reviews](#)

If you need more information about an online business, use [WHOIS](#) to look up additional details using the website URL.

[Our Privacy Policy](#)

Business Name\*

Type of Business

Address

### Consumers

BBB provides educational resources and programs to empower and protect consumers. Click the button below to explore BBB resources.

[Consumer Resources](#)

### Business Owners

Does your business have what it takes to be BBB Accredited? Contact your local BBB and learn more about the value of accreditation.

[CONTACT YOUR LOCAL BBB](#)

[APPLY FOR ACCREDITATION](#)

### Not listed in our directory?

Click the button below to add your business.

[ADD MY BUSINESS](#)

**81%** *of consumers familiar  
with the BBB seal are more likely to  
trust a business if they carry the  
BBB Accredited seal*