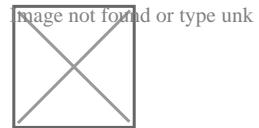


FEEDBACK REPORT for  
**David James Homes**



## Customer Feedback Summary

*Of 254 surveys sent, 153 were responded to*

Employees & Subcontractors 85%

Professional & Organized 69%

Expertise 77%

Punchlist 68%

Schedule 62%

Value 81%

1415 Towne Square

Boulevard

Roanoke , VA 24012

(540) 563-5020

**GUILDMEMBER SINCE 2013**

As a GuildQuality Guildmember, David James Homes relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of David James Homes in Moneta, VA; Winchester, VA; Amherst, VA; Hardy, VA; Roanoke, VA; Bedford, VA; Fincastle, VA; Middletown, VA; Rustburg, VA; Buchanan, VA; and 110 other cities in Virginia, West Virginia, Maryland and Pennsylvania.

## Recent Reviews & Published Comments

COMMENT

Additional Comment  
Jul 15, 2013

I am most satisfied with the laminate wooden flooring in my home.

COMMENT

Additional Comment  
Jul 15, 2013

I heard about David James Homes through a friend.

COMMENT

Additional Comment  
Jul 15, 2013

Clark Ware was wonderful in answering all of our questions and returning our calls in timely manner.

COMMENT

Additional Comment  
Jul 15, 2013

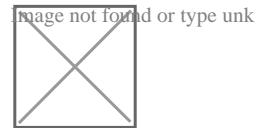
Our new neighbors complimented us on how clean the site was kept during the build process and were impressed with the efficiency of the crews that worked on our home.

COMMENT

Additional Comment  
Jul 15, 2013

We were very pleased with the entire process from start to finish. Everyone we dealt with at David James Homes was professional, friendly, and very considerate of our time. We couldn't be happier with our new home and would absolutely recommend David James to our friends and family.

FEEDBACK REPORT for  
**David James Homes**



**COMMENT**

Additional Comment  
Jul 15, 2013

I first discovered David James Homes at a home show at the Salem Civic Center about 4 years ago. Since then I began talking with others who had their home built by them. The speed and ease of planning is why we ultimately chose David James Homes.

**COMMENT**

Additional Comment  
Jul 14, 2013

I think that David James of Winchester is very professional. Everyone is easy to talk to. When I first met Merile I thought to myself that this is an old country boy that will make sure that sh-t gets done right!! And it did.. He is a very nice man and takes the time to talk to you, which means a lot.. I would most definately and have recommended these guys to people that have asked who done my home...

**COMMENT**

Additional Comment  
Jul 14, 2013

I think that David James did an excellent job and never fell short in any area, there will always be issues when dealing with different contractors that may get overlooked.

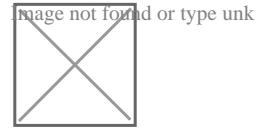
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FEEDBACK REPORT for  
**David James Homes**



**COMMENT**

Additional Comment  
Jul 14, 2013

I was very satisfied with the whole experience from the start of the contract, doing the selections with Ashley was enjoyable, she made it easier than trying to pick out something for dinner, and its hard to tell what I would have ended up with if she hadnt have been there to help me.. And I have been around a lot of construction projects and had to deal with a lot of project managers that didnt have the time to answer the phone or meet at the site and discuss the project, but it wasnt the case with Clark, he almost always answered the phone, came out to the site to meet with me, payed attention to any issues that i brought up and got them resolved. He was more like dealing with a friend than a project manager and in my experience that is hard to find..

**COMMENT**

Additional Comment  
Jul 11, 2013

Communication and cost effectiveness. Excellent customer service, friendly and professional people.

**COMMENT**

Additional Comment  
Jul 10, 2013

I was most satisfied with the materials used.

**COMMENT**

Additional Comment  
Jul 10, 2013

I was very stressed about how to pick the materials such as flooring, light fixtures, cabinets, etc. (this from friends that had built their own homes). DJH made it so easy. I could pick everything right there in the display room. When I had questions, they were right there to answer them. I actually picked everything out in two hours--I couldn't believe it and neither could my friends and relatives. I am loving my house.

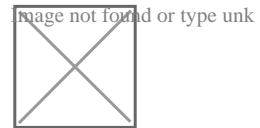
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FEEDBACK REPORT for  
**David James Homes**



**COMMENT**

Additional Comment  
Jul 09, 2013

Having several friends who have built homes over the last several years, including a friend around the corner from our new home, we were blessed with a great company to work with. They have all dealt with issues, work stoppages, mistakes that haven't been fixed, etc. From the start, David James Homes had what others considered upgrades, included in the base price. You build homes the "old-fashioned" way - without shortcuts.

**COMMENT**

Additional Comment  
Jul 09, 2013

As best as possible. As always there are the "unknowns" and I felt as though I was provided the necessary explanations to fully understand any impacts - but positive and negative.

**COMMENT**

Additional Comment  
Jul 09, 2013

I was very impressed with the various contractors who worked on the house. At the end of the day, they cleaned up the areas where they were working, ensuring the property was safe for us to walk through. Very impressed.

**COMMENT**

Additional Comment  
Jul 09, 2013

Ashley & Clark were wonderful to deal with - through the entire process. Clark - OMG - I feel like I've lost a member of the family. We spoke to him so much that his wife probably hates us. He made himself available, kept us up to date - wonderful to work with.

**COMMENT**

Additional Comment  
Jul 08, 2013

I was pleased with my building manager. The owner of the company making a home visit exceeded my expectations and even Brian our salesperson was very courteous and easy to work with.

**COMMENT**

Additional Comment  
Jul 08, 2013

I already did and he had a similar experience.

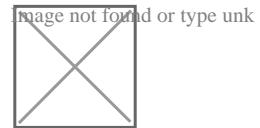
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FEEDBACK REPORT *for*  
**David James Homes**



**COMMENT**

Additional Comment  
Jul 06, 2013

They answered every question I had.

**COMMENT**

Additional Comment  
Jul 06, 2013

The quality of the home that they built for us and the product that they used.

**COMMENT**

Additional Comment  
Jul 06, 2013

Online, I search for them online. We are very happy with David James homes and I will recommend them to anyone.

**COMMENT**

Additional Comment  
Jul 04, 2013

None really

**COMMENT**

Additional Comment  
Jul 04, 2013

The expertise of the staff and particularly Clark Ware was outstanding.

**COMMENT**

Additional Comment  
Jul 03, 2013

They did a wonderful job in completing the house in 5 months.

**COMMENT**

Additional Comment  
Jul 03, 2013

Friendly outgoing office staff. They were very patient in working with up through the planning process.

**COMMENT**

Additional Comment  
Jul 03, 2013

Word of mouth, TV advertising.

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