



CUSTOMER FEEDBACK REPORT *for* Nova Triad Partners, LLC

COMMENT
Additional Comment
May 23, 2020

We decided to purchase in this community because we liked the area and the house because everything is on one floor. There are no steps.

COMMENT
Additional Comment
Mar 30, 2020

Mike was excellent too and he helped us along the way. We really appreciated it.

COMMENT
Additional Comment
Mar 30, 2020

They had a house that was available and it was the right timing. We went and saw the house and they were very helpful in making it happen. The timing was just right.

COMMENT
Additional Comment
Mar 05, 2020

The layout of the house - the open floor plan and lots of natural light. We like the way the design of the house gives privacy and lots of natural light. There isn't a closed-in feeling even though there are houses on 3 sides.

COMMENT
Additional Comment
Feb 13, 2020

It is a very nice and well kept neighborhood. The houses are of good quality and it is a very convenient location.

COMMENT
Additional Comment
Feb 06, 2020

I think the floor plan and the general community was a good fit for me.

COMMENT
Additional Comment
Jan 17, 2020

Tonia & Nathan Rocks

206 N Spruce St St 2B
Winston-Salem , NC 27101
(336) 291-8592

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Nova Triad Partners, LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Nova Triad Partners, LLC in Gibsonville, NC; Mebane, NC; Greensboro, NC; Asheboro, NC; Gibsonville,, NC; and Gibsonville, Nc, NC.

In this report, Nova Triad Partners, LLC has published a summary of the customer feedback they've received since they joined GuildQuality in February 2018. In that time, 132 out of 202 customers (65%) responded to a GuildQuality satisfaction survey, with the most recent response in February 2021.



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COMMENT
Additional Comment
Jan 05, 2020

Location and the exterior, interior design certainly drew us here after we discovered it. The residents we encountered along the way gave us the impression it would be a nice place to live. Ali was a pleasure to work with from beginning to end. Let's just say that she never did anything to deter our interest in the Villas she was a positive force throughout the process. Once Jason stepped in, he followed in her footsteps and handled the building and communication process from there. Everything was professional and timely.

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COMMENT
Additional Comment
Dec 21, 2019

We were impressed with everyone we interacted with- friendly, courteous, and professional.

COMMENT
Additional Comment
Dec 09, 2019

Anshul did a wonderful job. He has been honest and got onto whatever issue arose.

COMMENT
Additional Comment
Dec 09, 2019

The end result of the construction has been amazing. Everything has been done with precision and professionalism. We can tell that Nova Triad cares about their work.

COMMENT
Additional Comment
Nov 22, 2019

We purchased in the community because of the location, builder reputation, and we are close to family.

COMMENT
Additional Comment
Oct 10, 2019

The building process can be stressful for senior citizens and Tonia, Nathan and Matt were a great help to us during the process.

COMMENT
Additional Comment
Sep 27, 2019

I recommend everyone to visit the community because we are sure they will not regret it. Very good prices and is accessible to everything. We are happy to have bought our first house in Mebane and with the Nova Triad Partners team..



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COMMENT
Additional Comment
Sep 16, 2019

For a 1st time home buyer, it could have been an overwhelming process. However working with Tonya, Mike, Tom, Nathan and Becky all of our questions were answered and we were put at ease during the process.

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COMMENT
Additional Comment
Sep 16, 2019

TONYA GRINSTEAD!!! Tonya is the epitome of Customer Service! If there is ever anything that anyone on the property needs Tonya is there - whether she is at work in the office or not and she is there with a smile on her face! Especially prior to our build, we had a few (?) questions and Tonya was always understanding with us. She would spend as much time with us as needed to make sure that we were comfortable with things. She a very big reason for our working with Nova Triad! If we did not have a good experience with Tonya and Becky Tow, we would have gone elsewhere!

COMMENT
Additional Comment
Sep 12, 2019

We are very happy with the house and we are very happy with Nova Triad Partners.

COMMENT
Additional Comment
Jul 31, 2019

Nathan Sawyer was Great!!!! He was the BEST builder we have ever work with, his staff was wonderful and very nice and wanted to make sure we were taken good care of. They all were very nice to us.

COMMENT
Additional Comment
Jul 31, 2019

We stop by and visit the show home we fell in love with this home.

COMMENT
Additional Comment
Jun 29, 2019

I am referring as many of my friends that seek to downsize to the sales team here at Villas on 5th. I believe in the product Epcon and Nova Triad Partners are selling.

COMMENT
Additional Comment
May 14, 2019

I can't imagine being anywhere else!!



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COMMENT
Additional Comment
Feb 09, 2019

We never thought we would live in a home this beautiful, let alone owned one. We are absolutely in love with our new home! Thank you for such a positive experience!

COMMENT
Additional Comment
Feb 09, 2019

This is our 1st time owning a home, let alone having one built. The process was much, much easier that we anticipated!

COMMENT
Additional Comment
Feb 09, 2019

Tonia was very instrumental in helping us make decisions for our new home. Tonia is a true people person and very relatable. She is a perfect front person and representative for Nova Triad Partners, LLC!

COMMENT
Additional Comment
Jan 17, 2019

I would like to recognize Anshul Patel, he always had an answer to anything we asked. He took care of us.

COMMENT
Additional Comment
Jan 17, 2019

I was most satisfied with the location. It is perfect and the amenities are good and the neighbors are great.

COMMENT
Additional Comment
Sep 26, 2018

We are getting older and needed fewer stairs, so we chose this community.

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