

CUSTOMER FEEDBACK REPORT *for* Ashton Woods Homes (Atlanta)

3820 Mansell Rd
Alpharetta , GA 30022
(770) 642-2089
Ashton Woods Homes

GUILDMEMBER SINCE 2011

As a GuildQuality Guildmember, Ashton Woods Homes (Atlanta) relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Ashton Woods Homes (Atlanta) in Cumming, GA; Woodstock, GA; Sandy Springs, GA; Alpharetta, GA; Atlanta, GA; Johns Creek, GA; Brookhaven, GA; Smyrna, GA; Marietta, GA; Suwanee, GA; and 16 other cities in Georgia.

In this report, Ashton Woods Homes (Atlanta) has published a summary of the customer feedback they've received since they joined GuildQuality in December 2011. In that time, 5,506 out of 8,559 customers (64%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2022.

COMMENT
Additional Comment
Sep 09, 2019
We love our home and have recommended AW to our friends. Thanks for making this a fun and exciting experience!

COMMENT
Additional Comment
Nov 03, 2011
Jennifer and Cliff were true professionals. They were welcoming, communicative, and committed. Their knowledge, confidence, and responsiveness put us at ease, making our experience a lot less stressful. High fives for such an accomplishment, we commend Jennifer and Cliff for all they do.

COMMENT
Additional Comment
Oct 25, 2011
Everything was done on time. I also got prompt reply's from Ashton Woods homes.

COMMENT
Additional Comment
Oct 19, 2011
I was most satisfied with working with the construction manager. Sean, the person I interacted with most, was nice a person to work with. He took care of whatever requests I had and he was very helpful in addressing any concerns I had. His manager were also really good about responding to my requests.

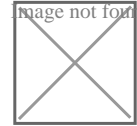
COMMENT
Additional Comment
Oct 19, 2011
The customer service as well as the ability to work with me, they are very accommodating

COMMENT
Additional Comment
Oct 18, 2011
I was satisfied with my overall experience.

COMMENT
Additional Comment
Oct 18, 2011
The warranty process has been really good. Steve has done a really nice job. Our overall experience has been good. They provide value in their homes. Their homes are very affordable.

COMMENT
Additional Comment
Oct 18, 2011
Beautiful home in lovely community.

COMMENT
Additional Comment
Oct 18, 2011
I would definitely go out of my way to purchase another Aston Woods home.



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COMMENT
Additional Comment
Oct 18, 2011

The sales person and move-in engineer were outstanding. Very personal, would follow up and ask what they could do, etc. Even after closing, the engineer, Bill Stimel (sp?) was extremely nice, comprehensive and attentive to the time of appointments. This gave the whole experience a very personal touch.

COMMENT
Additional Comment
Oct 15, 2011

I was most satisfied by the building quality and the customer response. I really felt like the associates were prioritizing my needs. They made me feel like my house was the only one they were building. We are first-time home buyers. We had heard nightmare stories about buying a home, but we experienced nothing like that. The building and buying experience were very convenient and well informed. We were very satisfied.

COMMENT
Additional Comment
Oct 15, 2011

Ashton Woods Homes were perfect. It was a great experience.

COMMENT
Additional Comment
Oct 15, 2011

I was happy with the condition of the home. They went over every detail, and answered all of my questions. I liked all the people we worked with at Ashton Woods Homes. They were courteous, kind, and professional.

COMMENT
Additional Comment
Oct 12, 2011

I really appreciated the constant feedback from Heather and Scott, and later Lori (I think her name was). Everytime I popped in they knew me by name, addressed my concerns, made me feel more confident and were very honest.

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