

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

COMMENT
Additional Comment
Aug 13, 2018

The construction manager was excellent!

COMMENT
Additional Comment
Aug 11, 2018

Construction manager and sales have been extremely attentive, helpful and friendly. Floor plan is unique and we like it.

COMMENT
Additional Comment
Aug 07, 2018

Everything was fixed and the warranty was great.

COMMENT
Additional Comment
Aug 07, 2018

I would give them all 100% on everything.

COMMENT
Additional Comment
Aug 02, 2018

Great buy thank you!

COMMENT
Additional Comment
Jul 22, 2018

This was really an amazing home building experience. From the moment we stepped into the model homes, it was really an easy process. The design center was set up perfectly. It wasn't too overwhelming. Krystal was amazing in helping us with selections. My husband and I went by the house every day while it was being built. John Carroll was great with communicating expectations, and helped adjust issues quickly as they arose. We had a great experience with Ashton Woods. It was a great team!

COMMENT
Additional Comment
Jul 20, 2018

I was most satisfied with the sales representative and construction manager, they were superb, they went the extra mile.

COMMENT
Additional Comment
Jul 14, 2018

The construction process was quick and construction manager was great.

COMMENT
Additional Comment
Jul 11, 2018

Krystal was a dream to work with.

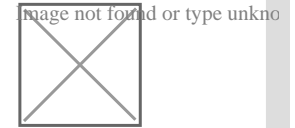
1800 Valley View Lane Suite 100
Farmer's Branch , TX 75234
(972) 428-5408
www.ashtonwoodshomes.com

GUILDMEMBER SINCE 2011

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

We have surveyed customers on behalf of Ashton Woods Homes (Dallas) in McKinney, TX; Allen, TX; Dallas, TX; Fort Worth, TX; Frisco, TX; Lewisville, TX; Flower Mound, TX; Trophy Club, TX; Arlington, TX; Prosper, TX; and 20 other cities in Texas.

In this report, Ashton Woods Homes (Dallas) has published a summary of the customer feedback they've received since they joined GuildQuality in December 2011. In that time, 3,297 out of 5,459 customers (60%) responded to a GuildQuality satisfaction survey, with the most recent response in February 2021.



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COMMENT
Additional Comment
Jul 11, 2018

We LOVED working with Bob and found him to be very helpful and responsive throughout the construction process and even afterward when a few issues popped up.

COMMENT
Additional Comment
Jul 11, 2018

I was most satisfied with the lending part and that they were on time for closing. The lender was excellent! The project manager Chelan Pimentel was thorough and always responded quickly to any concerns I had.

COMMENT
Additional Comment
Aug 08, 2014

Very prompt and helpful to make any repairs after closing and to coordinate at a convenient time.

COMMENT
Additional Comment
Jul 31, 2014

The entire team was incredible to work with during the buying process. Sales (CA), Design (Denise), and Construction (David) made the entire process very comfortable and easy.

COMMENT
Additional Comment
Jul 23, 2014

I think the most satisfying part was that it was a very painless transaction all the way around. Ashton met all their commitments on their end without having to address anything a second time.

COMMENT
Additional Comment
Jul 22, 2014

The overall communication. There was never a gap in the line of communication throughout the entire process. The quick response was excellent.

COMMENT
Additional Comment
Jul 22, 2014

It was a simple drive by and I feel in love with the layout of all Ashtonwood homes

COMMENT
Additional Comment
Mar 10, 2012

This was a great buying experience. We greatly appreciate Colleen's patience in working with us while we tried to sell our current home before signing a contract with Ashton Woods. By the end of the process, I felt like I had a new friend. Again, working with Denise and Brian was also a pleasant experience. They all took the stress out of the experience and made it fun.

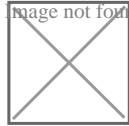
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COMMENT
Additional Comment
Mar 09, 2012

I love my home!

COMMENT
Additional Comment
Feb 22, 2012

We love the area. We like everything. The building experience was so cheerful and so smooth.

COMMENT
Additional Comment
Feb 21, 2012

Customer service was great. If we had a question or issue it was quickly addressed or resolved.

COMMENT
Additional Comment
Feb 15, 2012

The salesperson and the construction manager were all good in accommodating and explaining our needs.

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