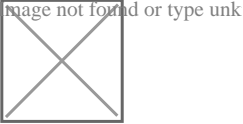


CUSTOMER FEEDBACK REPORT *for*
Ashton Woods Homes



Customer Feedback Summary

Of 50,533 customers surveyed, 31,120 responded

Construction Manager Communication  89%

3820 Mansell Rd. Suite
400
Alpharetta , GA 30022
(770) 998-9663

GUILDMEMBER SINCE 2011

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

In this report, Ashton Woods Homes has published a summary of the customer feedback they've received since they joined GuildQuality in December 2011. In that time, 31,120 out of 50,533 customers (62%) responded to a GuildQuality satisfaction survey, with the most recent response in September 2021.

Recent Reviews & Published Comments

- COMMENT
Additional Comment
Sep 02, 2021

We absolutely love our new home and our new community.
- COMMENT
Additional Comment
Sep 02, 2021

Sue Ellen Banko the onsite agent was amazing! Through the whole process she was extremely professional, patient & knowledgeable. She made an enormous impact on our experience!
- COMMENT
Additional Comment
Sep 01, 2021

Steven Andrews was really an awesome person to work with. He was knowledgeable and very helpful.
- COMMENT
Additional Comment
Aug 30, 2021

Amazing customer support and service. Finn, Sarah and William were amazing in their work, commitment and customer service.
- COMMENT
Additional Comment
Aug 30, 2021

Finn was very knowledgeable and patiently provided us with all information and responded to the multiple queries we had.
- COMMENT
Additional Comment
Aug 30, 2021

William was absolutely amazing. He was extremely patient and was eager to help always. We had few issues during and after closing and William was extremely attentive to those and made sure all were resolved to our satisfaction. I thank him a lot for all the support.
- COMMENT
Additional Comment
Aug 24, 2021

I am happy with Eric Chase's work as a CSR. He was on time, professional and helpful in resolving my warranty issues, as well as in answering my questions.
- COMMENT
Additional Comment
Aug 19, 2021

Yes, Jason and Tinishia have both been exception from purchase through present. I've never experienced better.



CUSTOMER FEEDBACK REPORT *for* Ashton Woods Homes

COMMENT
Additional Comment
Aug 12, 2021

Raleigh area warranty representative, Haley, is top notch, responsive and demonstrates a superior level of customer service as it relates to rectifying warranty issues!

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COMMENT
Additional Comment
Aug 07, 2021

Our construction manager, Ben Brodzinski, gave us not only the best experience buying a home we've ever had, but the best customer service experience we've ever had period with any product or service in any industry. He is phenomenal in every way and tackled every issue we had as if it were his own home.

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COMMENT
Additional Comment
Aug 07, 2021

Enjoyed working with Ben my construction manager who's professional and exceptional in communication.

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COMMENT
Additional Comment
Aug 06, 2021

open communications and proactiveness

COMMENT
Additional Comment
Aug 04, 2021

I was most satisfied with the sales, the construction team, and the project manager. They all did a really good job.

COMMENT
Additional Comment
Jul 27, 2021

Andrew Smith who was our construction manager on site was fantastic. He went above and beyond. He really had helped us in any way he can on various issues, some of which doesn't necessarily fall under him but he helped anyway. That shows for a great commitment to customer service. I'm glad you have someone like Andrew on your team!



CUSTOMER FEEDBACK REPORT *for* Ashton Woods Homes

COMMENT
Additional Comment
Jul 15, 2021

Ashley Fulmer is a big reason I chose Ashton Woods. She went above and beyond to answer my numerous questions about the lot, the construction process, the design process, etc. When she didn't know an answer, she said so but said she would research and find out - and then followed through. I visited many neighborhoods and talked with many homebuilders during my search, and Ashley made me want to choose Lochridge. She earned my business and deserves tremendous credit.

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COMMENT
Additional Comment
Jun 24, 2021

I would like to recognize the efforts by Tinishia, Ben Brodzinski ,Andrew Smith, Haley Brown and Jason McDonald for making it the dream home. They have been very helpful through out the construction process and warranty requests.

COMMENT
Additional Comment
Jun 16, 2021

Andy always responded back immediately and tried to resolve our issues or answer any questions we had and still does. It was certainly our pleasure to have Andy as out construction manager!

COMMENT
Additional Comment
Jun 07, 2021

Andrew was great, he worked with us and communicated well. The people above him seemed to be unresponsive at times, not his fault at all.

COMMENT
Additional Comment
May 11, 2021

Ashley Fulmer is a top notch representative of your company and deserves credit for making our home buying experience easy, enjoyable, and fully satisfactory.

COMMENT
Additional Comment
Apr 22, 2021

Finn Maddox was very good to work with and very helpful when purchasing our townhouse.

COMMENT
Additional Comment
Apr 22, 2021

Ashton Woods personnel have always seemed willing to work with us and very pleasant.



CUSTOMER FEEDBACK REPORT *for* Ashton Woods Homes

COMMENT
Additional Comment
Apr 21, 2021

We are in our 6-week post move in period and are going over the warranty process. The warranty process has been easy so far!

COMMENT
Additional Comment
Apr 21, 2021

I was most satisfied with our construction manager Ben. He was awesome! He had great communication, and was great with conflict resolution. Sue Ellen our salesperson was great at following up, and getting answers to our questions. She was patient with our change-orders. They were both fabulous!

COMMENT
Additional Comment
Apr 01, 2021

I had a wonderful experience in purchasing my home from Ashton Woods. In particular, your staff Andrew Smith and Diana Bates did an awesome job as they have an excellent knowledge of what they are doing and worked hard to make me happy. I would highly recommend Ashton Woods without reservation.

COMMENT
Additional Comment
Mar 23, 2021

I would like to recognize our project manager Jason and our sales rep Tinishia. They've been very professional. Both of them have gone out of their way, especially Jason. I've lost count of the times he's gone out of his way to make sure we are satisfied.

COMMENT
Additional Comment
Feb 10, 2021

I was most satisfied in working with Nate and Steven.

COMMENT
Additional Comment
Feb 04, 2021

We enjoyed the entire process. This is the third house that we've bought and it's been the most pleasant experience. Everything went really smoothly, even when we were still down in Georgia.

COMMENT
Additional Comment
Jan 29, 2021

We love our house and the neighborhood.

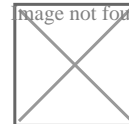
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CUSTOMER FEEDBACK REPORT *for*
Ashton Woods Homes

COMMENT
Additional Comment
Dec 30, 2020

Nikki was extremely helpful to us during the entire process from helping us go through structural options and signing contract to resolving issues during design center, construction and closing. She was always willing to help support us and do the best possible for us. Nikki went above and beyond her role to help us during closing when we had issues with appraisal. We were very thankful to have her as our salesperson.

COMMENT
Additional Comment
Dec 03, 2020

I was most satisfied with the overall walkthrough, it was very thorough.

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