

CUSTOMER FEEDBACK REPORT *for*
Green Brick Partners



REVIEW

S.Z.A.
Allen, TX
Oct 08, 2018



I originally had Paul Adams as my building/warranty manager, and unfortunately had difficulties in getting things done/fixed. There were a couple of specific things that I complained to Paul about (prior to move in): my garage floor was stained/dirty from construction and my landscaping (wrong plants and rabbits eating plants), however none of these issues were addressed. I come to find out later when Paul (eventually Paul was let go) was managing another house (built later than mine) in the same community, the home owners also had the same issues (above), however they got those addressed/fixed by Southgate Homes. When I passed this information to my new manager Pedro, he said that he could not do anything or offer similar services/fixes. It questions, did I push/fight hard enough than the other home owner? It baffles me how Southgate Homes customer service is NOT applied equally among the same home owners.*Please note, there were other issues other than those mentioned above, and those were handled by Southgate Homes in a (some what) timely manner.

2805 North Dallas
Parkway, Suite 400
Plano , TX 75093
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As a GuildQuality Guildmember, Green Brick Partners relies on our customer surveying to help them deliver an exceptional customer experience.

REVIEW

Andrew Y.
Duluth, GA
Feb 17, 2018



I was not satisfied buying a new home that had faulty workmanship and being told its "acceptable standards of build."

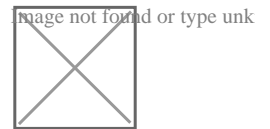
REVIEW

John O.
Cumming, GA
Jan 03, 2018



I would buy another home tomorrow from The Providence Group! They are top of the line.

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REVIEW

Robert M.
Arlington, TX
Dec 13, 2017



My expectations of the quality and build was exceeded in regards to them finishing the project earlier than what they said. There were no corners cut to achieve an earlier build time.

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REVIEW

Michael F.
Duluth, GA
Dec 07, 2017



There could have perhaps been better communication and feedback from the design center where some things went wrong along the way.

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REVIEW

Lu L.
Duluth, GA
Nov 27, 2017



50% of why I bought my home was because of the house itself and the other 50% was because of Linda. She was great!

REVIEW

Michell S.
McKinney, TX
Nov 26, 2017



Overall I was pleased with my experience with Brye, Terah, & Janet. I would definitely recommend CB Jeni to coworkers and friends. I appreciate Brye for making sure I was satisfied with my new home. He went above and beyond to make sure all of my concerns were met in a timely manner. From the date I signed my contract to closing I was called weekly with construction progress..... Great team :) A+ rating ...I love my townhome. It is so cozy

REVIEW

Terri F.
Roswell, GA
Nov 25, 2017



It was an easy process and I enjoyed working with the Providence Group. They provide quality service.

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REVIEW

Jeffery M.
Carrollton, TX
Nov 22, 2017



We had an excellent experience with Southgate. Exceptional service was given by Richard Heckenliable and Tim Johnson. They personified professionalism and service to us, and we can't express how easy they made our home building process. Also we love our home and it's workmanship and attention to detail. We are very happy to have chosen Southgate Homes.

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COMMENT

Additional Comment
Nov 21, 2017

My sales manager Stephanie Morgan and my construction manager Don Kelgard were outstanding! They both provided exceptional customer service.

REVIEW

D.S.S.
Allen, TX
Nov 21, 2017



Normandy Homes is far and away the best homebuilder I have ever encountered! Their attention to quality and detail really shows in every home they build. The level of customer service and knowledge I received from both Stephanie, the sales manager, and Don, the construction manager, far surpassed my expectations. I have not stopped raving about my beautiful new Normandy Home to all my friends and family. My family and I are so thankful and excited to be in our new home!

REVIEW

Sue M.
Carrollton, TX
Nov 16, 2017



We are highly satisfied and recommend the Sales manager, Dustin Jones highly.

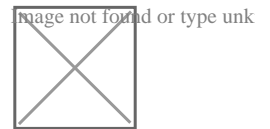
REVIEW

G.R.R.
Arlington, TX
Nov 16, 2017



Exceeded my expectations. Delivered as promised. The location is fantastic.

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REVIEW

Kunthea D.
Carrollton, TX
Nov 16, 2017



They did my job quickly and professionally.

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REVIEW

Marlow B.
Arlington, TX
Nov 16, 2017



Call me if you would like to know more on levels
below 4

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experience.

REVIEW

William R.
Johns Creek, GA
Nov 08, 2017



Was disappointed with the quality of Sheetrock
finishing throughout the home.

REVIEW

Jaya C.
Johns Creek, GA
Nov 07, 2017



It was a wonderful experience and it is great quality.

REVIEW

Sandra C.
Allen, TX
Oct 31, 2017



I would not recommend the builder.

REVIEW

Todd M.
Allen, TX
Oct 30, 2017



Mike and Shelly were terrific.

REVIEW

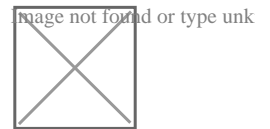
Susan H.
Fairview, TX
Oct 28, 2017



It's a beautiful home for the stage of life that we are
in. It is a way for us to downsize while maintaining a
sense of comfort and beauty. It is sort of a little jewel
box. It is well designed, well thought out, and a very
aesthetically pleasing place. I love it.

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REVIEW

Gagandeep J.
Marietta, GA
Oct 26, 2017



Nate Shean has been responsive to each and every one of our house's issues since move-in, but we are still waiting for several resolutions. It has not been as timely as we expected initially.

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REVIEW

Julie W.
Allen, TX
Oct 24, 2017



My experience, from start to finish, was outstanding! Everything in the process, from contract initiation, to design selections, to building, to closing, was **FLAWLESS**, and really quite impressive. This builder has impeccable **QUALITY** and craftsmanship standards, and has a team where each member in every role is highly customer focused and super responsive. An overall excellent experience.

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COMMENT

Additional Comment
Oct 23, 2017

Mike, Jason, and Dan did a fantastic job. Every concern and request I made was addressed immediately. This home buying process was a piece of cake. Valerie at the design center was excellent to work with as well. She was very in tune to our needs and made sure that we got what we were looking for. If I build again Normandy Homes is who I will seek.

REVIEW

D.G.L.
Carrollton, TX
Oct 21, 2017



Our experience has been excellent from our first interaction. We have been in our home for over a year and love it.

REVIEW

Connie E.
Fairview, TX
Oct 15, 2017



I love my new home! The sales manager and the builder ensured everything went smoothly. The sales manager went above and beyond always following up with me on every last detail. Even after I moved in, they continue to check in with me making sure everything is going well. What excellent customer service!

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REVIEW

W.M.J.
Carrollton, TX
Oct 13, 2017



CB Jeni Homes and Dustin Jones, Community Sales Manager, are excellent partners to work with. Dustin was knowledgeable, responsive, equitable and supportive throughout the home buying experience.

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REVIEW

Ketan A.
Alpharetta, GA
Oct 12, 2017



Providence group is a good builder, construction quality is good. They do follow & respect their timelines & are on scheduled. The only reason I am giving them 3 stars is there is lack of communication & coordination between the sales agent & the builder. I had a not so good experience with the paint selection for my house. I was promised that my house will be painted with the color of my choice however that did not happen & I had to get my house repainted post closing which was a pain. Although the builder & the sales agent contributed some percentage to the cost of it but that did not cover the 100% cost to paint my entire home & I had to get my home painted excluding the closets & garage which was very disappointing for me as a customer.

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REVIEW

Yubaraj S.
Johns Creek, GA
Oct 11, 2017



I am very happy to part of this community and happy with The Providence Group, I will definitely recommend to my friends!!!

REVIEW

Stephen H.
Johns Creek, GA
Oct 09, 2017



The quality of The Providence Group is superb and that's why we chose to purchase two homes in less than one year from Providence.

REVIEW

Scott S.
Carrollton, TX
Oct 04, 2017



Fantastic experience with Southgate! Would highly recommend them.