

CUSTOMER FEEDBACK REPORT *for*
Heartland Builders

Customer Feedback Summary

Of 182 customers surveyed, 133 responded



Recent Reviews & Published Comments

- COMMENT
Additional Comment
May 16, 2019
All the team at Heartland are amazing but Ethan stands out.
- COMMENT
Additional Comment
Feb 24, 2019
Thank you for building our beautiful home in such a remote location.
- COMMENT
Additional Comment
Feb 24, 2019
Do not change a thing.
- COMMENT
Additional Comment
Feb 15, 2019
We enjoyed working with Heartland. They have a good system and are great people.



2900 E. Beltline NE, Ste. D
Grand Rapids , MI 49525
(616) 205-5430
www.heartlandbuilders.com

GUILDMEMBER SINCE 2012

As a GuildQuality Guildmember, Heartland Builders relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Heartland Builders in Rockford, MI; Grand Rapids, MI; Ada, MI; Lowell, MI; Sparta, MI; Cedar Springs, MI; Belmont, MI; Middleville, MI; Coopersville, MI; Comstock Park, MI; and 10 other cities in Michigan.

In this report, Heartland Builders has published a summary of the customer feedback they've received since they joined GuildQuality in July 2012. In that time, 133 out of 182 customers (73%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

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COMMENT

Additional Comment
Feb 15, 2019

All good

COMMENT

Additional Comment
Feb 15, 2019

Honest and easy to work with as well as punctual. Upfront about costs allowing you know what your getting before the project starts. Organized. Overall

COMMENT

Additional Comment
Feb 06, 2019

We've really enjoyed working with Rich, Cindy, Theresa, Steve and the whole team (I'm sure we'll get to know others as the project continues)! And we can't wait to watch the house develop ... and to move in!

COMMENT

Additional Comment
Jan 05, 2019

Thanks for everything!!

COMMENT

Additional Comment
Dec 18, 2018

there is nothing structurally or layout wise we would change. We love our home.

COMMENT

Additional Comment
Dec 18, 2018

In fact we have referred a number of people who were looking to build a home to Heartland.

COMMENT

Additional Comment
Nov 21, 2018

Thank you...we were so blessed to have the Heartland team along with us on this journey to build our family's forever!

COMMENT

Additional Comment
Nov 21, 2018

Expectations exceeded on all levels.

COMMENT

Additional Comment
Nov 21, 2018

Excellent tool, even for someone without a construction background. The level of detail was extremely educational from start to finish.

COMMENT

Additional Comment
Nov 21, 2018

Keep doing what you do best...your commitment to quality elevates simply building a beautiful house to creating a future for your clients.

COMMENT

Additional Comment
Oct 15, 2018

Keep up the good work!

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- COMMENT
Additional Comment
Oct 01, 2018
We finished ahead of schedule. It was a pleasant surprise.
- COMMENT
Additional Comment
Oct 01, 2018
We knew the budget and kept on track through the process.
- COMMENT
Additional Comment
Oct 01, 2018
A new home is a complicated project and the home is working well for us and we are pleased with the results.
- COMMENT
Additional Comment
Oct 01, 2018
The contractors did an excellent job with the house.
- COMMENT
Additional Comment
Oct 01, 2018
We are very comfortable with our expenditure and end result.
- COMMENT
Additional Comment
Oct 01, 2018
I am most satisfied with the project management process with Co-Construct It is absolutely an incredible tool and I am glad they use it in their process.
- COMMENT
Additional Comment
Oct 01, 2018
With the design guidance we had, we had very few change orders in our build process.
- COMMENT
Additional Comment
Oct 01, 2018
Absolutely I would.
- COMMENT
Additional Comment
Oct 01, 2018
It has exceeded our expectations. Heartland uses quality materials and contractors.
- COMMENT
Additional Comment
Oct 01, 2018
It is a very efficient process to manage the communication between builder and us.
- COMMENT
Additional Comment
Oct 01, 2018
The only variation was the weather. The end schedule turned out better we got the house finished ahead of schedule

Heartland Builders

COMMENT

Additional Comment
Sep 17, 2018

We just started construction, but through the design phase, Heartland, Rich, Cindy and Steve were very helpful. The use of the architect in the 3D design modeling, was very beneficial. Rich is extremely knowledgeable working with the chief architect, as we sat and looked at the 3D images, and decided...

COMMENT

Additional Comment
Sep 12, 2018

Now that our house is built and the warranty period is over we are kind of sad that the process is over. Heartland is a fantastic company to do business with. Usually when you see a perfect score for a survey like this it means the individual didn't think much about the questions. I thought long and...

COMMENT

Additional Comment
Sep 12, 2018

Heartland has been hounding us to resolve warranty issues instead of the other way around. They actually reached out to us every three months to remind us to update warranty issues with the house and to do a walk through to see any problems we had.

COMMENT

Additional Comment
Sep 08, 2018

I would (and have) highly recommend Heartland Builders to anyone who is building a home. I really do love how the Co-construct process let us make choices that fit our budget and design preferences...and I could make these choices at any time that was convenient for me! Throughout the entire process,...



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