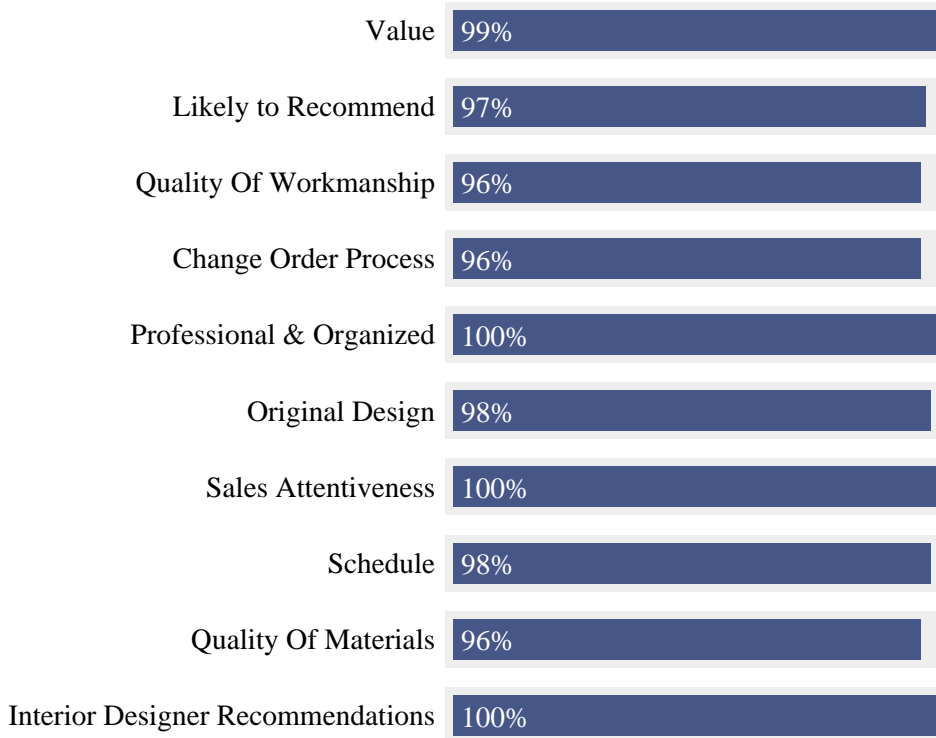


CUSTOMER FEEDBACK REPORT *for*
Heartland Builders

Customer Feedback Summary

Of 198 customers surveyed, 142 responded



Recent Reviews & Published Comments

COMMENT
Additional Comment
Oct 03, 2019
I just had a wonderful experience with everyone. Ethan, in warranty, and Nathan, project manager, provided exceptional service.

COMMENT
Additional Comment
Aug 21, 2019
Informative group, team setting. Overall good experience to this point!

COMMENT
Additional Comment
Aug 21, 2019
Keep doing what you are doing!

COMMENT
Additional Comment
Jun 06, 2019
Ethen



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; Cedar Springs, MI; Sparta, MI; Belmont, MI; Middleville, MI; Caledonia, MI; Coopersville, MI; and 11 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, 142 out of 198 customers (72%) responded to a GuildQuality satisfaction survey, with the most recent response in December 2019.

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- 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.
- 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!

Heartland Builders



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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!

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.

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CUSTOMER FEEDBACK REPORT *for*
Heartland Builders



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

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