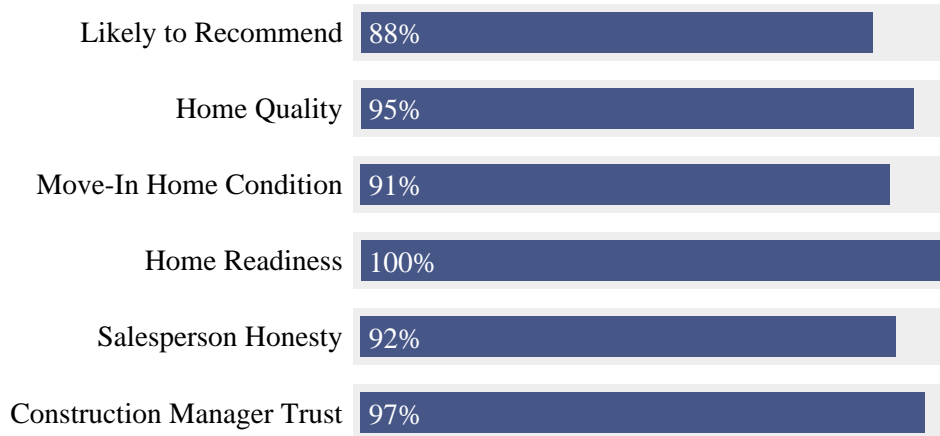


Normandy Homes



Customer Feedback Summary

Of 281 customers surveyed, 170 responded



2805 N. Dallas Parkway
Suite 400
Plano, TX 75093
(972) 905-5001
www.normandyhomes.com

GUILDMEMBER SINCE 2016

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

We have surveyed customers on behalf of Normandy Homes in Allen, TX; Carrollton, TX; Flower Mound, TX; and Arlington, TX.

In this report, Normandy Homes has published a summary of the customer feedback they've received since they joined GuildQuality in April 2016. In that time, 170 out of 281 customers (60%) responded to a GuildQuality satisfaction survey, with the most recent response in December 2017.

Recent Reviews & Published Comments

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...

REVIEW

Petra H.
carrollton, TX
Oct 31, 2017
★★★★★

moved in 9/20/2016; a year later still have issues; worst finish out ever; they cut corners at every opportunity. their "builders" in charge of your home could care less. they do not supervise. only year warranty. I can see why. this should be your 2nd choice of builder..anyone else would be better. one...

CUSTOMER FEEDBACK REPORT *for*

Normandy Homes



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...

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....

REVIEW

Krishna K.
Allen, TX
Jul 18, 2017
★★★★★

The staff was knowledgeable and they listened to my concerns during and after the process.

REVIEW

L.L.P.
Allen, TX
Jul 03, 2017
★★★★★

I am more than thrilled with my Normandy home. The only improvement that could be made is in the landscaping package. My backyard is not level which makes mowing difficult.

REVIEW

Jennifer G.
Carrollton, TX
Jun 28, 2017
★★★★★

Mike Tarvin (Community Sales Manager) and Lance Thompson (Construction Manager) were both a pleasure to work with and went out of their way to make our home exactly how we wanted it.

REVIEW

A.E.D.
Carrollton, TX
May 31, 2017
★★★★★

The absolutely went above and beyond to make my home purchase experience the best it could be.

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Normandy Homes



REVIEW

Mei C.
Allen, TX
May 30, 2017



They did a fantastic job. They really cared about the product, the client, and the quality exceeded my expectations.

REVIEW

D.W.L.
Allen, TX
May 18, 2017



I was impressed with the house overall. I enjoyed working with Anthony and Toni. They have been just great.

REVIEW

RamaKrishna V.
Flower Mound, TX
May 03, 2017



The build quality is good. The salesperson, Henry Morales, was really good and explained all the things up front and helped us through the building process. We initially had a construction manager that was not good but they replaced him with a new one. Ryan was awesome.

REVIEW

M.F.A.
Allen, TX
Apr 19, 2017



Through the whole building process, Normandy Homes managed to exceed my expectations with high level of professionalism and dedication demonstrated by their staff from sales to construction managers.

REVIEW

W.S.B.
Carrollton, TX
Apr 10, 2017



I am extremely impressed with the way the construction went and the entire team met my needs. I really like how Normandy Homes took care of everything.

REVIEW

Rachel J.
Allen, TX
Apr 06, 2017



Normandy Homes was an exceptional experience. The quality, thought and follow through couldn't be beaten. There is no other builder that could match the quality and features and the price we received. We would not build a home again, unless Normandy was building it.

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CUSTOMER FEEDBACK REPORT *for*

Normandy Homes



REVIEW

Kathryn R.
Allen, TX
Mar 28, 2017



Anthony and Wade have been outstanding!

COMMENT

Additional Comment
Mar 21, 2017

I wouldn't change anything about my experience because it was a very smooth process.

REVIEW

Cynthia W.
Allen, TX
Mar 14, 2017



Love the openness of the floor plans. Great storage. Very responsive Warrentbtby team.

REVIEW

Michelle K.
Carrollton, TX
Mar 14, 2017



Normandy Homes exceeded my expectations.

REVIEW

Gautham R.
Allen, TX
Mar 09, 2017



Had surprises throughout the building process but in the end the builder and his manager made sure I was happy.

REVIEW

L.D.I.
Allen, TX
Mar 07, 2017



I have had a great experience.

REVIEW

Jennifer M.
Carrollton, TX
Feb 20, 2017



The Normandy Homes construction and executive management teams worked hard to make sure our home was built on time with exceptional quality and attention to detail. We appreciated their responsiveness to any questions we had, and love our new home!

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CUSTOMER FEEDBACK REPORT *for*

Normandy Homes



REVIEW

Guilherme B.
Allen, TX
Jan 09, 2017



It was an excellent experience and I recommend them!

REVIEW

Stephen B.
Allen, TX
Jan 09, 2017



They have a great sales and construction manager.

REVIEW

A.R.B.
Carrollton, TX
Jan 07, 2017



They made it easy to welcome me to Texas.

REVIEW

P.M.B.
Allen, TX
Jan 06, 2017



The house that Normandy Homes built is exceptional. I love the attention to detail and quality of construction. Our construction manager, Shane, ensured that all outstanding issues were taken care of to our satisfaction. Shane's final walk through was exceptional. He made sure to drop by after we moved...

REVIEW

T.N.T.
Allen, TX
Dec 14, 2016



Anthony Jewels, Toni, Don, and the entire team went above and beyond our expectations.

REVIEW

Michael F.
Allen, TX
Dec 07, 2016



Anthony Jules, the construction manager, was phenomenal.

REVIEW

Petra H.
Carrollton, TX
Dec 05, 2016



I had a very unhappy experience.

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CUSTOMER FEEDBACK REPORT *for*

Normandy Homes



REVIEW

Linda P.
Carrollton, TX
Nov 14, 2016
★★★★★

Overall great satisfaction! The cooperation of the salesman was great. They kept us well informed and the construction manger explained all aspects of the building process. There workmanship and quality is good!

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