

## CUSTOMER FEEDBACK REPORT *for*

# Perfection Builders



### REVIEW

Deacon N.  
Wichita, KS  
Jul 26, 2019



The build on our home was great. The problem is with the advertising of a maintenance free lifestyle. The HOA dues of \$2130/year was supposed to cover exterior maintenance of the home including lawn maintenance and scheduled painting of the home. We found out there was no budget ever allotted for painting of homes. Increase of \$400/year to cover those costs. Now our community is stuck with a \$350k adjustable rate loan and 10k deductible insurance on our clubhouse that no one, NO ONE, in the community was aware of. Our community is trying to figure out a solution to the insufficient water supply for the sprinkler system and rewire a jigsaw pieced together control box. We love our home, but feel like we were totally duped on the maintenance free lifestyle.

11828 West Central  
Wichita , KS 67212  
(316) 729-1900  
[perfectionbuilders.com](http://perfectionbuilders.com)

### GUILDMEMBER SINCE 2017

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

We have surveyed customers on behalf of Perfection Builders in Wichita, KS; Derby, KS; Bel Aire, KS; and Maize, KS.

### REVIEW

Chuck H.  
Wichita, KS  
Jan 23, 2018



Great quality and Perfection worked hard to build the exact home we wanted. Scott and Jason are very professional and definitely care about their customers and the homes they build. The subcontractors they hire are courteous and take their jobs seriously. Mike, our build supervisor, was great to work with during the building process and continues to help with any issues long after closing. Our home is exactly what we wanted. Perfection definitely deserves a five star rating.

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### REVIEW

Larry M.  
Wichita, KS  
Sep 25, 2017  
★★★★★

It's not like it was a perfect build and there were some things they had to redo, but they did them all very professionally. They had some staff issues during our build and they handled it all professionally. Whatever was a bump they handled it right, corrected them and there was never any problem. The value is great and I would recommend them. They're honorable and follow through with all their commitments. Maybe they don't get everything done exactly on time, but they follow through and do get it done. Overall, I would highly recommend them as an excellent quality builder with high integrity.

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### REVIEW

Leon L.  
Wichita, KS  
Aug 27, 2017  
★★★★★

Perfection makes building as simple as a long process can be

### REVIEW

Janice C.  
Wichita, KS  
Jun 06, 2017  
★★★★★

I was very please with all the staff members at Perfection Builders. When I had a question on anything I was always given the answered back on line or phone. I like the my site on line so I could always know what part of my house they were working on and my cost and changes were always at my finger tips. Love my house!

### REVIEW

Randy I.  
Wichita, KS  
May 23, 2017  
★★★★★

This is the third home my wife and I have built and this home has been the most disappointing build. We moved into our home in October of 2016 and to date still do not have a finished product.

### REVIEW

Skeeter W.  
Derby, KS  
May 15, 2017  
★★★★★

I think the product is a high quality and the staff is very confident and responsive to your needs. I would recommend them as a builder.

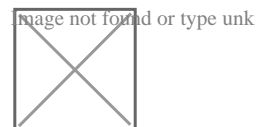
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REVIEW

Wendy B.  
Wichita, KS  
May 13, 2017



My 6th new build, and the only time it has been a complete nightmare. It was a struggle to get information from the company owners. And on many occasions I was blatantly lied to. There is no concern for the customer, it is all about throwing up as many patio homes as they can, at the cheapest cost, while charging a premium price. The neighborhood is wonderful, with great neighbors. But I haven't met anyone yet who has anything nice to say about Perfection.



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