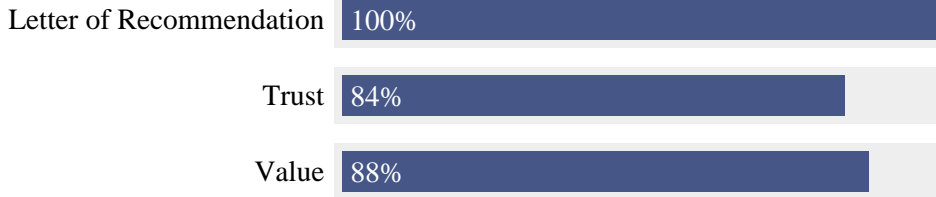


# Pratt Home Builders



## Customer Feedback Summary

Of 682 customers surveyed, 472 responded



1734 Dayton Blvd  
Chattanooga , TN 37405  
(423) 757-7687  
www.prattliving.com

### GUILDMEMBER SINCE 2013

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## Recent Reviews & Published Comments

COMMENT  
Additional Comment  
Aug 16, 2017

Dealing with the people from Mr. Peoples, through design with Shelby Pratt, and working with Michael Murtaugh. The organization is well-run by people who seem to genuinely care to have satisfied clients.

COMMENT  
Additional Comment  
Aug 16, 2017

I have know James and his family for several years. When he began homebuilding, I periodically looked in the Pratt developments . When it became time to make a decision to build or move to an existing house, we decided to go with Pratt Homebuilders because of reputation, floor plans offered, and because we felt we would be dealing with trustworthy people.

COMMENT  
Additional Comment  
May 10, 2017

I was most satisfied when working with Chris. He was very good to work with, extremely customer oriented, and gave excellent advise during the process to give us the best home we could have.

COMMENT  
Additional Comment  
Apr 17, 2017

We love our home and lot. It seems to be of great quality. I do love the fact they offer a great warranty as well. But, I'm huge on customer service and will avoid places and companies where it is lacking. Chris, Sharon and Byron are all great!

# Pratt Home Builders



COMMENT

Additional Comment  
Apr 13, 2017

They exceeded our expectations in pretty much every way. Everybody was helpful starting with Chris Trainor, Shelby, and Chris Denise. Anytime we had a question, someone was there to answer it promptly. Overall, we're very pleased. Everything turned out better than expected and the service we received was better than we ever expected.

COMMENT

Additional Comment  
Mar 07, 2017

Russell is the best supervisor we've ever deal with for the new houses, very responsive, knowledgeable, professional! It's pleasure to work with him.

COMMENT

Additional Comment  
Mar 01, 2017

Apart from a delay at the onset, everything seemed to go like clockwork. Granted, these were ideal building conditions with relatively cool temperatures and lack of rain but it still went smoothly. Chris Trainor and Shelby Pratt are absolute rock stars in their profession. Chris kept a constant and positive line of communication in the initial and final phases while Shelby went out of her way to communicate and assist. They are the reason why I would recommend a Pratt build to anyone.

COMMENT

Additional Comment  
Feb 13, 2017

I thought they did a good job explaining everything while walking us through the house before we purchased it. It was almost a 2 hour meeting where we walked through the house together and they explained everything.

COMMENT

Additional Comment  
Jan 03, 2017

Working with the Pratt staff made everything much easier and pleasant.

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COMMENT

Additional Comment  
Oct 24, 2016

We needed to purchase and move into a home within sixty-days. All our requests were completed in time with plenty of time to move in. We are extremely pleased with the Pratt home in its quality and functionality. This was our first pleasant experience with a new home purchase, and we would highly recommend a Pratt home to anyone. In fact, my brother is in the process of having a home built by you in Creekside in Hampton Meadows. Thank you!

COMMENT

Additional Comment  
Aug 21, 2016

Project manager Russel is great to work with. Love our home more everyday and being new to Chattanooga impressed by everyone's positive opinion of Pratt communities.

COMMENT

Additional Comment  
Aug 21, 2016

Our realtor with Crye Leike had shown us 8 homes in a day and none of them fit. On our way from the last home on a hunch she pulled into the development (Brookside Commons) which was under construction and showed us the townhome that was furthest along in construction. We instantly knew we loved it, the neighborhood and were the first to move in.

COMMENT

Additional Comment  
Aug 18, 2016

Matt was a jewel to work with. Always available when I had questions or concerns. He was so much fun to work with. He is very professional and knowledgeable.

COMMENT

Additional Comment  
Jul 31, 2016

Shelby is a great asset to your organization. Not only did she move her schedule around to accommodate are tight schedule for buying a home, she also provided great advise on the items we customized.

COMMENT

Additional Comment  
Jun 17, 2016

I am satisfied with the people I worked with as with as the workmanship. I love my home.

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COMMENT  
Additional Comment  
Mar 10, 2016

There was more than one instance I had inadvertently contacted Charlene on her day off to inquire about something. She always (even when ill) went above and beyond to ensure any issues were dealt with.

COMMENT  
Additional Comment  
Mar 10, 2016

Sharon was a wealth of information, and a terrific interior designer. Without her we would have had a very difficult time getting the house to flow together.

COMMENT  
Additional Comment  
Mar 10, 2016

Chris has been a pleasure to work with, he is a professional, down to earth, knowledgeable, people person who knows how to get a job done.

COMMENT  
Additional Comment  
Mar 09, 2016

Thomas Kreps has gone beyond my expectations with corrections to all known [small] problems. He is exceptionally good at making & keeping appointments.

COMMENT  
Additional Comment  
Feb 23, 2016

Russell Hobby and Chris Trainer were very professional and the communication was great. Russell has gone above and beyond. Chris has also been incredible.

COMMENT  
Additional Comment  
Feb 08, 2016

The selection process with Sharon was a wonderful experience. She made all the tough decisions seem easy. The showroom is beautiful and greatly helped with our choices.

COMMENT  
Additional Comment  
Feb 01, 2016

I was most satisfied with Pratt Homebuilders' responsiveness when there were problems.

COMMENT  
Additional Comment  
Jan 23, 2016

Finished on time. Great design. Excellent customer service.

COMMENT  
Additional Comment  
Jan 23, 2016

Chris is great and we still enjoy interacting with him when the opportunity presents itself. Chris worked hard to help us get the house that we wanted at the price point we were shooting for.

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COMMENT  
Additional Comment  
Jan 23, 2016

We really enjoyed working with Sharon!! She answered questions we had and worked to help us redesign the Wellesley kitchen so that people comment on how great it is when they enter our house.

COMMENT  
Additional Comment  
Jan 04, 2016

Prior to selecting them we looked at many houses under construction at various stages. This is what led us to Pratt Homebuilders. We liked what we saw and were sold on them. They have a good product.

COMMENT  
Additional Comment  
Dec 29, 2015

How quick and efficient the project was built.

COMMENT  
Additional Comment  
Dec 18, 2015

I was satisfied with everything, from looking at the house and purchasing it to Thomas going over everything with me to make sure that everything was right. He showed me how to get on the computer if I found something that wasn't up to my expectations. He said that after 90 days that they'd review everything with me again. I'm very happy with it.

COMMENT  
Additional Comment  
Dec 06, 2015

We love the house, no doubt about that. It's just what we wanted, in a neighborhood we love. Pratt was awesome to build the garage that I wanted on the budget they proposed. Their field job foremen are easy to work with and go the extra mile to answer any questions that we have and worked with us on many items during the process.

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