



110 Village Trail #215
Woodstock , GA 30188
(770) 213-8067
smithdouglas.com

GUILDMEMBER SINCE 2014

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

We have surveyed customers on behalf of Smith Douglas Homes in Canton, GA; Lawrenceville, GA; Cartersville, GA; Dallas, GA; Hiram, GA; Clayton, NC; Woodstock, GA; Hoschton, GA; Cumming, GA; Buford, GA; and 51 other cities in North Carolina, Georgia, Alabama, South Carolina and Tennessee.

In this report, Smith Douglas Homes has published a summary of the customer feedback they've received since they joined GuildQuality in December 2014. In that time, 2,305 out of 3,712 customers (62%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

Smith Douglas Homes

COMMENT
Additional Comment
Aug 31, 2017

I was most satisfied with the price. It was great. Smith Douglas Homes were great in working with us. At closing we did receive the upgrades they promised us and received quoted price at sale.

COMMENT
Additional Comment
Apr 20, 2016

Customer service. The salesman was great!

COMMENT
Additional Comment
Apr 11, 2016

I as most satisfied with them fixing things in no time.

COMMENT
Additional Comment
Sep 29, 2015

Overall we've had a pleasant experience and would recommend Smith Douglas Homes

COMMENT
Additional Comment
Sep 28, 2015

I was most satisfied with how they made it personable. They went out of their way to make sure we got everything we wanted and needed.

COMMENT
Additional Comment
Sep 26, 2015

I was satisfied with Mr. Reed, he is very polite and educates me. He explained how to operate the equipment in the house. I am also very please with the design of the home.

COMMENT
Additional Comment
Sep 22, 2015

your staff was very professional, From Stephanie Seman to Steve Arrants in the field they did an outstanding job by keeping me up to date and Steve did a great job with taking care of my small punch list, i am very satisfied. i would highly recommend your company.

COMMENT
Additional Comment
Sep 08, 2015

The sales person customer service is very nice and always help full.and my house is ready on time.everything is very good i am so happy !!!

COMMENT
Additional Comment
Sep 03, 2015

I am very satisfied.



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COMMENT
Additional Comment
Sep 02, 2015

We were most satisfied in terms of the ease of everything. The whole process on Smith Douglas Homes' end was incredibly smooth. It went exactly how they said it would, and it worked out great.

COMMENT
Additional Comment
Aug 26, 2015

Stephanie, Kristina were so helpful and sent me emails with updates on my home on a regular basis and always answered my questions without delay. Steve always answered my concerns and kept me informed of anything needing to be addressed. He was also very helpful answering my questions throughout the...

COMMENT
Additional Comment
Aug 25, 2015

The office staff were very professional and assisted in me in every aspect of the purchase of my new home. A special thanks to Kristina Harper and Stephanie Seman. Great Job....

COMMENT
Additional Comment
Aug 20, 2015

I have personally met the two builders, and they are very nice.

COMMENT
Additional Comment
Aug 17, 2015

I was satisfied with their quickness in getting the house done. They made it easy for me. The schedule was met and done on time. The work was done like they said it would be done.

COMMENT
Additional Comment
Feb 05, 2015

You hear stories about how building a new house is hard and stressful and I would like to differ. For me, it was not like that at all.