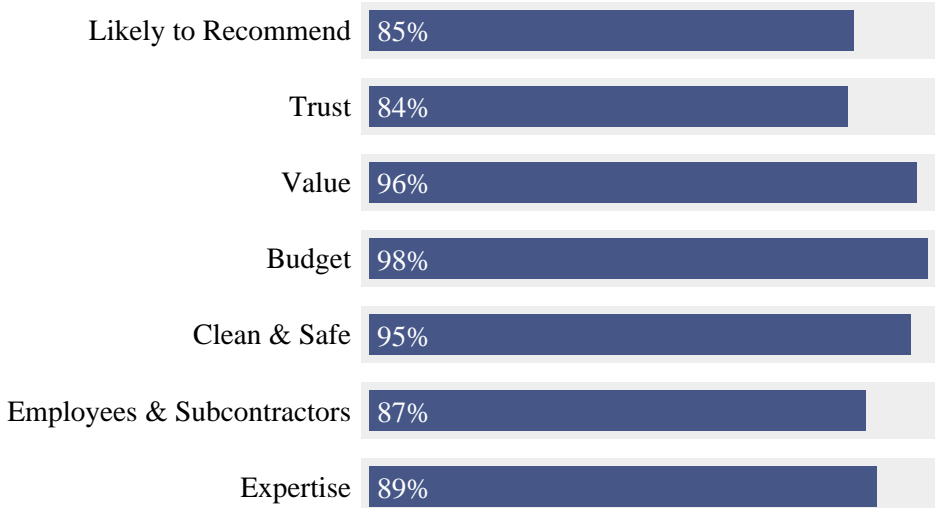


CUSTOMER FEEDBACK REPORT *for*
Two Structures LLC

Customer Feedback Summary

Of 227 customers surveyed, 107 responded



Recent Reviews & Published Comments

COMMENT

Additional Comment
May 14, 2019

Cliff! He is courteous, professional, honest, and hard working. He really cares about customer satisfaction which is evident by his dedication to quality.

REVIEW

Jory M.
Edmond, OK
Mar 23, 2019



Fred, Jill and Cliff have been wonderful to work with. I would highly recommend them.

REVIEW

Fred H.
Yukon, OK
Mar 02, 2019



Our requested time line was a little cramped but only by our choice.... we wish we would have taken more time on the plans.

COMMENT

Additional Comment
Jan 11, 2019

Jill, Cliff and Fred were all wonderful with making me feel completely comfortable with the building of my home. I've heard about the stress of building a home however I can say my process went better than I anticipated.



16704 N. Pennsylvania
Ave.
Edmond , OK 73012
(405) 285-4423
twostructureshomes.com

GUILDMEMBER SINCE 2014

As a GuildQuality Guildmember, Two Structures LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Two Structures LLC in Yukon, OK; Edmond, OK; Oklahoma City, OK; Moore, OK; Okc, OK; and Del City, OK.

In this report, Two Structures LLC has published a summary of the customer feedback they've received since they joined GuildQuality in November 2014. In that time, 107 out of 227 customers (47%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

CUSTOMER FEEDBACK REPORT *for*
Two Structures LLC



REVIEW

Zachary B.
Oklahoma City, OK
Nov 14, 2018



We love our home!

REVIEW

Kylie O.
Oklahoma City, OK
Jul 29, 2018



Jill and Brandon were an absolute blessing to work with through the whole building process! Their attention to detail and willingness to make things right went above and beyond.

COMMENT

Additional Comment
May 14, 2018

The home is beautiful and of excellent quality. I feel like the interpersonal relationships with your employees are also valuable. I have a lot of confidence in the durability of the home and their commitment to service it. I'm excited to see Two Structures continue to grow and wish success for them.

REVIEW

John P.
Yukon, OK
May 14, 2018



We instantly knew that Two Structures was the right builder for us. Their homes have unique features that really stood out to us and exceptional quality for the price. We purchased an almost finished home and they quickly and agreeably made a few modifications to help us personalize the home within our...

REVIEW

Wayne A.
Yukon, OK
Mar 27, 2018



They have been really great. We love our home and our kids had Two Structures build their homes.

REVIEW

Tuan P.
Yukon, OK
Dec 18, 2017



They did a very good job and I am satisfied.

16704 N. Pennsylvania
Ave.
Edmond , OK 73012
(405) 285-4423
twostructureshomes.com

GUILDMEMBER SINCE 2014

As a GuildQuality Guildmember, Two Structures LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Two Structures LLC in Yukon, OK; Edmond, OK; Oklahoma City, OK; Moore, OK; Okc, OK; and Del City, OK.

In this report, Two Structures LLC has published a summary of the customer feedback they've received since they joined GuildQuality in November 2014. In that time, 107 out of 227 customers (47%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

CUSTOMER FEEDBACK REPORT *for*
Two Structures LLC



16704 N. Pennsylvania
Ave.
Edmond , OK 73012
(405) 285-4423
twostructureshomes.com

GUILDMEMBER SINCE 2014

As a GuildQuality Guildmember, Two Structures LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Two Structures LLC in Yukon, OK; Edmond, OK; Oklahoma City, OK; Moore, OK; Okc, OK; and Del City, OK.

In this report, Two Structures LLC has published a summary of the customer feedback they've received since they joined GuildQuality in November 2014. In that time, 107 out of 227 customers (47%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

COMMENT

Additional Comment
Nov 29, 2017

I am most satisfied with the quality and the availability of the Two Structures representatives. They were very informative and always returned phone calls.

REVIEW

Ben J.
Yukon, OK
Nov 10, 2017



I purchased this home already built, but the home meets all of our expectations. Well done Two Structures.

REVIEW

Zachary F.
Oklahoma City, OK
Jul 15, 2017



We love our new home. Jay Evans, the owner did a great job of getting us exactly what we envisioned. They helped us bring our dream to fruition. Jill was also amazing in helping us through the process along the way. Thanks again, folks!

REVIEW

Donna A.
Yukon, OK
Jun 23, 2017



Closed on this house in Sept of 2016 and still waiting for punch list to be complete. Quality of subs leaves a lot to be desired the house in hot on one side and cold on the other, my granddaughter s cant even sleep in their room for the howling noise coming from the air ducts The vent in the kitchen...

COMMENT

Additional Comment
Apr 13, 2017

We signed our contract to build in the midst of changeover in employees. There were some things that were a little confusing because of this. I would like to give Kelsey a shoutout for helping take care of us during that time. She has been a huge help and always kind and professional with all of our questions.

COMMENT

Additional Comment
Apr 13, 2017

We have been most satisfied with the cost and the craftsmanship

CUSTOMER FEEDBACK REPORT *for*
Two Structures LLC



16704 N. Pennsylvania
Ave.
Edmond , OK 73012
(405) 285-4423
twostructureshomes.com

GUILDMEMBER SINCE 2014

As a GuildQuality Guildmember, Two Structures LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Two Structures LLC in Yukon, OK; Edmond, OK; Oklahoma City, OK; Moore, OK; Okc, OK; and Del City, OK.

In this report, Two Structures LLC has published a summary of the customer feedback they've received since they joined GuildQuality in November 2014. In that time, 107 out of 227 customers (47%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

REVIEW

Sonia M.
Yukon, OK
Apr 10, 2017



Two Structures LLC is a good company to work with.

COMMENT

Additional Comment
Mar 28, 2017

The standard options are far better than other builders we visited.

REVIEW

Mark J.
Oklahoma City, OK
Mar 28, 2017



We checked out every reasonable builder in OKC before we chose Two Structures to build our new home and so glad we did, never met a more down to earth Team! Thank you so much for the experience! The Johnsons

REVIEW

Sonia M.
Yukon, OK
Mar 15, 2017



Two Structures builds an outstanding home. Exceeds expectations.

REVIEW

Zachary F.
Oklahoma City, OK
Mar 05, 2017



They're awesome to work with - super helpful and our new home is coming along great!

REVIEW

Walter S.
Yukon, OK
Oct 24, 2016



Two Structures has a great reputation, but this was a perfect example of things falling into the cracks.

REVIEW

Luis C.
Edmond, OK
Jul 27, 2016



Very dissatisfied with the customer service and how slow the construction is going. Please work on communication and making yourself available to the customers.

REVIEW

Walter S.
Yukon, OK
Jul 15, 2016



We looked at half a dozen builders and found them to be the most responsive and flexible.

CUSTOMER FEEDBACK REPORT *for*

Two Structures LLC

COMMENT

Additional Comment
Jul 11, 2016

You hear how awful building can be but we never once had a bad taste in our mouth. We thought it was such a fun process and would do it again! Knowing what we wanted helped but also being able to contact Kaitlin, at any time, with any questions or changes made a big difference, too.

REVIEW

Ricky C.
Edmond, OK
Jul 11, 2016



We couldn't love our home any more! The quality that Two Structures provides can't be beat!

COMMENT

Additional Comment
May 20, 2016

We love our new home and appreciate the design and quality work Two Structures puts in place!

REVIEW

Dan R.
Edmond, OK
Feb 26, 2016



Two Structures has gone above and beyond my expectations with the overall build of my home.

COMMENT

Additional Comment
Dec 02, 2015

The quick response to issues on the punch list made us at ease with knowing that they will take care of things prompt and with ease around your schedule.

REVIEW

Mark W.
Oklahoma City, OK
Oct 19, 2015



They built a nice home. However, the quality of customer service is very poor. I felt like I was being blamed for some of the repairs and I had to submit photos. I had to generate the conversation to make sure the re-repairs were corrected. The repairs that were agreed upon before closing were done...



16704 N. Pennsylvania
Ave.
Edmond , OK 73012
(405) 285-4423
twostructureshomes.com

GUILDMEMBER SINCE 2014

As a GuildQuality Guildmember, Two Structures LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Two Structures LLC in Yukon, OK; Edmond, OK; Oklahoma City, OK; Moore, OK; Okc, OK; and Del City, OK.

In this report, Two Structures LLC has published a summary of the customer feedback they've received since they joined GuildQuality in November 2014. In that time, 107 out of 227 customers (47%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.