

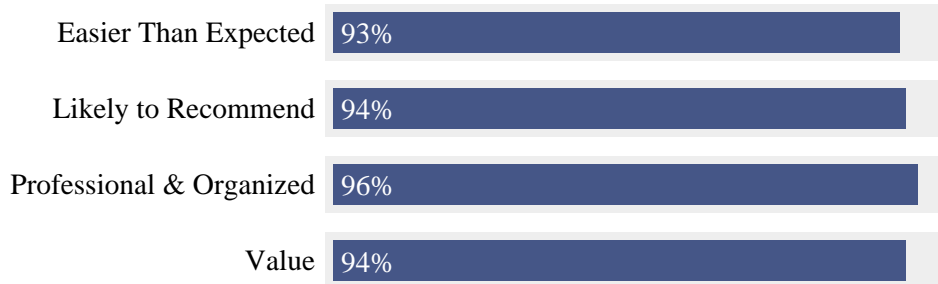
CUSTOMER FEEDBACK REPORT *for*
Betenbough Homes



BETENBOUGH
HOMES®

Customer Feedback Summary

Of 7,736 customers surveyed, 5,172 responded



6305 82nd St
Lubbock , TX 79424
(806) 797-9494
www.betenbough.com

GUILDMEMBER SINCE 2005

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

We have surveyed customers on behalf of Betenbough Homes in Lubbock, TX; Odessa, TX; Midland, TX; Amarillo, TX; Stanton, TX; Big Spring, TX; Slaton, TX; Levelland, TX; Monahans, TX; and Bushland, TX.

In this report, Betenbough Homes has published a summary of the customer feedback they've received since they joined GuildQuality in June 2005. In that time, 5,172 out of 7,736 customers (67%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2020.

Recent Reviews & Published Comments

REVIEW

Dol D.
Lubbock, TX
May 16, 2020



Betenbough Homes are affordable, and I would recommend them!

REVIEW

Jessica B.
Amarillo, TX
May 15, 2020



The building process with Betenbough homes was a very good smooth sailing experience. They were always available to answer my questions and followed up in a very timely manner.

REVIEW

M.H.R.
Lubbock, TX
May 14, 2020



I highly recommend them to anybody.

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REVIEW

Johnathan S.
Odessa, TX
May 13, 2020



I highly recommend Betenbough homes to anyone looking for a new home. What you get for the price, you cant beat it in the Odessa Midland area. Communication between employees and I was great, i always knew what was happening and what was about to happen. My builder Micheal and sales man Renaldo were always very respectful and answered any question I had. My whole process from A to Z was an amazing experience for my first home. Only complaint i would have is the clean up before handing over the keys felt rushed and not double checked.

REVIEW

J.L.B.
Lubbock, TX
May 12, 2020



This whole experience was great. Especially as first time home buyers and I am beyond thankful we went the route of building with Betenbough. We love our home!

REVIEW

M.H.V.
Midland, TX
May 11, 2020



It is an excellent property and I have no regrets.

REVIEW

Monette B.
Lubbock, TX
Apr 21, 2020



John and Lily and Ryan and Rantz and Kye and Jacob..... so many wonderful people and experiences in the building of our home! We made friends and felt valued in the process!

REVIEW

Graham D.
Odessa, TX
Apr 16, 2020



The whole process was quick and easy. As a first time home buyer I always had someone to answer questions weather it be the builder, salesperson or lender. The quality of the home is also above what I was expecting and many of my friend were impressed as well.

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REVIEW

Dora M.
Lubbock, TX
Apr 16, 2020



I love the openness of my Betenbough home.

REVIEW

M.R.J.
Lubbock, TX
Apr 14, 2020



Betenbough went above and beyond to make sure that our needs were met in every way. We would buy another home with Betenbough without hesitation. Highly recommend them for your home needs.

REVIEW

A.V.M.
Amarillo, TX
Apr 13, 2020



A very beautiful home at a very good price!

REVIEW

D.P.L.
Lubbock, TX
Apr 08, 2020



(1) Floor plans are well thought out.(2) Betenbough said they'd do they did in a timely fashion.(3) Great transparency at every step of the process.(4) Terrific value for the price.

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REVIEW

Jazmine B.
Lubbock, TX
Apr 06, 2020
★★★★★

I'm African American and I know in our community a whole lot of people are hesitant to buy homes, we may get denied for various reasons or you may get the doors turned on you. Being African American and working with them, everything was completely flawless. The customer service was phenomenal, the assistance was great from the time I stopped in the door, everyone was so attentive to me. Everyone knew my name when I walked in and treated me with great respect. They treated me so well and the process was seamless. I didn't have to worry about anything, especially the color of my skin. Another perk was all of the little perks put together from the presentation of the home to the personalized parking spot to the bible they gave me. Every single thing I didn't expect or know it was coming. It was just perk after perk. I was happy and thrilled. I never felt hesitant or scared in any way. The incentives they provided and the cute surprises they had a long the way.

REVIEW

Kellie T.
Lubbock, TX
Apr 03, 2020
★★★★★

I had a wonderful experience from start to finish. I would recommend Betenbough to friends and family.

REVIEW

J.A.C.
Lubbock, TX
Apr 03, 2020
★★★★★

Betenbough helped us to build our dream house. The staff were very professionals, accommodating and friendly, who always welcomed us with their smiles.

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REVIEW

M.C.C.
Odessa, TX
Apr 01, 2020



We had the most amazing experience dealing with Betenbough. They were thorough and ALWAYS kept us informed with our home while it was being built. We LOVE our home.

REVIEW

Irene B.
Lubbock, TX
Mar 27, 2020



I think the sales team to the build team all the way to the loan process was smooth. We are very happy with our home.

REVIEW

Myda V.
Odessa, TX
Mar 25, 2020



Betenbough has been tremendously Helpful and I have been extremely satisfied overall I have yet to find anything wrong with the house.

REVIEW

Gregory S.
Odessa, TX
Mar 25, 2020



The team at Betenbough works hard to find the home that fits your needs. From beginning to end their service is professional, friendly and efficient. Absolutely satisfied.

REVIEW

James W.
Midland, TX
Mar 25, 2020



Great team to work Witt !!!

REVIEW

M.R.F.
Odessa, TX
Mar 20, 2020



Just that the build quality is astounding. They're very helpful and friendly. They've been there for me every step of the way.

REVIEW

Malik W.
Lubbock, TX
Mar 20, 2020



Betenbough Homes provides great service, great communication, and a great home that you can have your family live in and build your life in.

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REVIEW

Sharee B.
Amarillo, TX
Mar 16, 2020



Betenbough Homes were wonderful to work with. They were very patient and understanding of circumstances that may arise. Betenbough Homes walked me through everything from beginning to end. I am very pleased with my home.

REVIEW

Tay N.
Lubbock, TX
Mar 13, 2020



Betenbough Homes has increased their quality of service drastically.

REVIEW

Barbara B.
Lubbock, TX
Mar 11, 2020



Fun experience. Thank you.

REVIEW

A.D.F.
Lubbock, TX
Mar 04, 2020



We had the best experience building our home. They made it so easy. We had a few minor issues moving in with our house but Betenbough was there within a day and fixed it all. We love our home!

REVIEW

T.C.R.
Lubbock, TX
Feb 28, 2020



Betenbough homes made the home buying process smooth and easy and our experience was even easier than renting an apartment. Top-quality service.

REVIEW

R.R.K.
Odessa, TX
Feb 28, 2020



We are happy when we first enter our house, the fixtures and the details are great. We just have a few minor defects with the painting and cabinets, the company has guaranteed us that they will fix any issues. Overall we are very satisfied.

REVIEW

Bonnie P.
Lubbock, TX
Feb 28, 2020



Everyone was so friendly and helpful and so concerned about me being extremely happy with my new home that it was just so refreshing to deal with people like that because you do not see that in today's society.

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REVIEW

K.R.L.

Lubbock, TX

Feb 28, 2020



We spent months looking at different houses, when we talked in this Betenbough house we knew we were home. Everyone made the process so simple and we closed in 30 days. We love our new home!



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