

# Eastbrook Homes



## Customer Feedback Summary

Of 3,378 customers surveyed, 1,863 responded

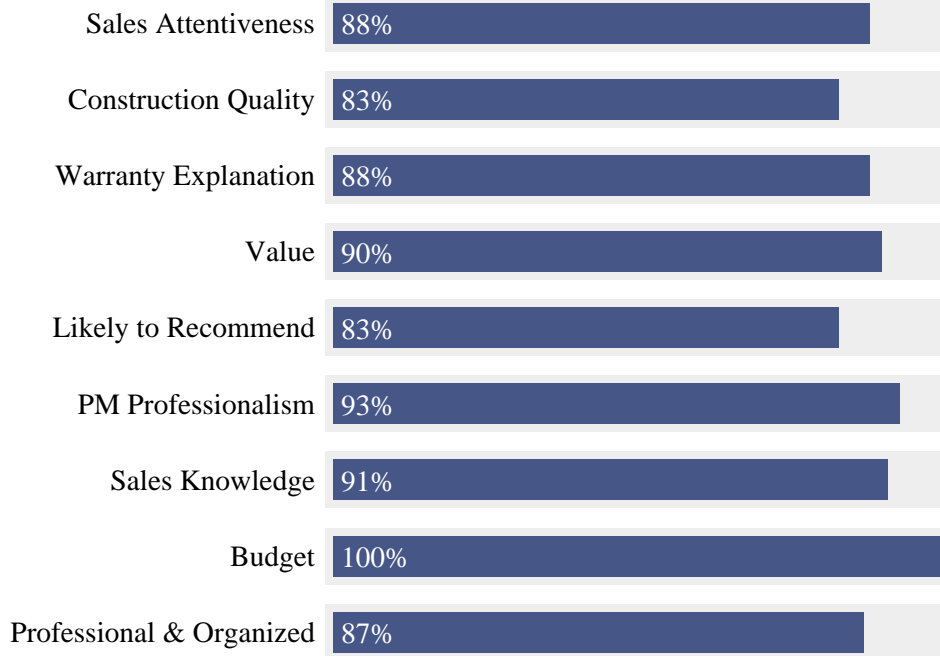
1188 East Paris SE  
Grand Rapids , MI 49546  
(616) 988-1328  
www.eastbrookhomes.com

### GUILDMEMBER SINCE 2014

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## Recent Reviews & Published Comments

### REVIEW

Jared M.  
Hudsonville, MI  
Nov 07, 2019



Excellent overall service. We are very happy with our new home!

### REVIEW

Geralyn W.  
Grand Rapids, MI  
Nov 06, 2019



Our experience with Eastbrook was great! The building process went smoothly, they finished our home sooner than we anticipated and are thrilled with the end result! A great value for the money.

### REVIEW

Matthew C.  
Holland, MI  
Oct 31, 2019



Eastbrook Homes is very professional and helpful from start to finish. We've been thrilled with our overall experience and we would highly recommend it to anyone interested in a beautiful new home.



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REVIEW

Edward J.  
Hudsonville, MI  
Oct 28, 2019



Eastbrook Homes is okay. They need to work on their vendors that they work with and stand by the customer over the vendors. In our case, they didn't do that which was very disappointing. The communication was sparse either due to the Project Manager being overwhelmed with too many projects or they didn't care. The Project Manager was good to work with but I think he was overwhelmed. The quality was okay, but they cut corners wherever they could. For example, the finishing walls around the basement had some quality issues. They charge a lot of money for items that don't make any sense to charge a ton of money for. Case in point, I got a valve for my sprinkler system and I figured that would include the pipe that led outside and it didn't. So I was charged \$160 for a valve.

REVIEW

Pam P.  
Grand Rapids, MI  
Oct 16, 2019



I believe you get a quality product for a fair price. The people are very nice.

REVIEW

Dawn J.  
Nunica, MI  
Oct 11, 2019



Eastbrook communicated well throughout the whole building process.. I have a great home for a fair market price on a beautiful lake with a sunset view.

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REVIEW

Kyle W.  
Byron Center, MI  
Oct 11, 2019



We had an amazing time building with Eastbrook! From start to finish we were able to get exactly what we wanted and without the stress we thought we might encounter. Even when we felt like our budget was in jeopardy, the staff gave us suggestions and allowed us to make the decisions we wanted to make without pressure to upgrade or do something we weren't comfortable with. We highly recommend Eastbrook and are grateful for their efficiency, quality, and customer support!

REVIEW

William T.  
Holland, MI  
Oct 03, 2019



The homes are beautiful but pay close attention to the details.

REVIEW

Brian H.  
Byron Center, MI  
Oct 03, 2019



It seems once they have closed they lose their sense of urgency to buyer. We had a appointment for 1 year repair visit scheduled for a month, that day , no one came out. waited around, no call from Eastbrook, Finally had to send Email.

REVIEW

Dan W.  
Byron Center, MI  
Sep 25, 2019



We are generally elated with our home! Both Jeff and Stacy were excellent in explaining everything and putting the purchase together for us.

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REVIEW

Josh B.  
Zeeland, MI  
Sep 24, 2019



Eastbrook Homes was so easy to work with from beginning to finish. Found a floor plan we loved then got to pick what the outside looked like as far as curb appeal, then set up a meeting to pick out EVERYTHING on the inside, which went very well with some guidance from their experienced team that just let us pick without rushing or making unsolicited suggestions for our home. Then it was just fun watching it come together.

REVIEW

Neil K.  
Caledonia, MI  
Sep 24, 2019



My wife and I were very satisfied with the Price, quality workmanship, design help and constant communication that Eastbrook provide us thru the building process. The follow up after has been a pleasant surprise not only from the Project Managers but also the President of the company. Eastbrook prides themselves on quality and they delivered.

REVIEW

Jeffrey F.  
Nunica, MI  
Sep 18, 2019



Martha Thomas did a great job with us. Tim did an excellent job taking care of our warranty work and making sure that everything was just right. Greg was a great project manager.

REVIEW

Philip S.  
Rockford, MI  
Sep 10, 2019



We love our patio home in the Town's Square of Rockford! The layout, materials, colors all work well. We are proud to show our home to family and friends and host gatherings. Our porches are great...love the view from the upstairs porch! The fireplace is awesome. We can't wait to add more plants, furniture to our patio!

REVIEW

William L.  
Rockford, MI  
Sep 09, 2019



The entire staff including the workers were absolutely a pleasure to work with. They were pleasant, knowledgeable and made the process enjoyable.

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### REVIEW

Brian R.  
Holland, MI  
Sep 03, 2019



Eastbrook Homes made the entire experience a pleasure.

### REVIEW

William I.  
Grand Ledge, MI  
Aug 29, 2019



Excellent home. Excellent experience.

### REVIEW

Lesley C.  
Byron Center, MI  
Aug 27, 2019



Absolutely love my home. This is the 6th Eastbrook home plan I've lived in. Loved every one of them. We built every 2 years and have had an amazing experience every time .

### REVIEW

Dustin H.  
Hudsonville, MI  
Aug 26, 2019



I want to give Kurt a lot of praises because he was amazing through the entire process. He was always there and answered my questions in a timely manner. The owners with Eastbrook Homes was great and the design team.

### REVIEW

Catherine G.  
Rockford, MI  
Aug 23, 2019



Our home is wonderful.

### REVIEW

James G.  
Grand Rapids, MI  
Aug 22, 2019



We are so very pleased with our Eastbrook home. The quality, design and all worked hard to make our home a lovely place to live.

### REVIEW

Michael R.  
Grand Haven, MI  
Aug 17, 2019



We have been happy and the building of a new home was a great experience.

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REVIEW

Curtis C.  
Rockford, MI  
Aug 16, 2019



Outstanding builder. Excellent attention to details and I am a detailed civil engineer. Good value for the money.

REVIEW

Marc T.  
Grand Haven, MI  
Aug 07, 2019



Eastbrook built us the home of our dreams and we couldn't be happier. Process was simple and easy from the initial paper work to the building process. Martha, Nick and the Rest of the team were great

REVIEW

Daniel C.  
Rockford, MI  
Jul 30, 2019



They did a great job. I work in the home industry, and I get a feel for how different companies run and I have to say they did a really really good job from beginning to end. It's a fine tune job, they should keep it up!!

REVIEW

Samuel M.  
Zeeland, MI  
Jul 29, 2019



It was a little different for us do to purchasing our home from out of town. Not being able to be as involved played a big part on my satisfaction level.

REVIEW

Matt K.  
Okemos, MI  
Jul 19, 2019



We are extremely disappointed in the customer service and quality of EastBrook, especially at the price we paid for the home..look elsewhere for a builder. They are unresponsive and don't seem to care about their customers once you close. The quality is not what it should be.

REVIEW

Stephanie P.  
Grand Rapids, MI  
Jul 16, 2019



Working with Eastbrook has been a very smooth process

REVIEW

James L.  
Rockford, MI  
Jul 10, 2019



Great value property.

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REVIEW

Robert H.  
Byron Center, MI  
Jun 29, 2019



The team at Eastbrook Homes was very professional and attentive to their customers. Their homes stand above other homes in the area.

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