

CUSTOMER FEEDBACK REPORT *for*
Harcrest Homes, LLC



2060 Buford Hwy Ste 106
Buford, GA 30515
(770) 831-6670
www.harcresthomes.com

GUILDMEMBER SINCE 2006

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

We have surveyed customers on behalf of Harcrest Homes, LLC in Suwanee, GA; Flowery Branch, GA; Duluth, GA; Buford, GA; Hoschton, GA; Milton, GA; Johns Creek, GA; Suwanee, GA; Alpharetta, GA; and Cumming, GA.

In this report, Harcrest Homes, LLC has published a summary of the customer feedback they've received since they joined GuildQuality in March 2006. In that time, 227 out of 365 customers (62%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

REVIEW

Jonathan G.
Flowery Branch, GA
Jul 03, 2019



It has been a great experience.

REVIEW

Brian B.
Flowery Branch, GA
Jan 14, 2019



We are thrilled with our new home. Mike Smith and the entire Harcrest Homes team were so wonderful to work with from our very first meeting to our closing day. They exceeded our expectations in all areas. We highly recommend Harcrest Homes.

REVIEW

Mary W.
Flowery Branch, GA
Jan 08, 2019



It was a pleasure working with everyone at Harcrest Homes!! They built my dream home customizing it to my needs and gave personalized yet professional service. They kept me informed of the progress and completed my home right on schedule. I couldn't be happier!

COMMENT

Additional Comment
Sep 10, 2018

I would like to recognize Danny, Mike, Rachel, Mary Ellen, Barbara, and Jason.

COMMENT

Additional Comment
Aug 16, 2018

Mike Smith and his team are exceptional. They are extremely responsive and have great customer service!! Truly a pleasure to work with.

COMMENT

Additional Comment
Aug 16, 2018

Keep doing what you are doing!!

REVIEW

Matt S.
Flowery Branch, GA
Jul 06, 2018



Buyer beware. Customer services is deplorable and not responsive. Took a year to get minor things taken care of. Materials used were of poor quality and craftsmanship was terrible. Once you sign the closing papers you will have an extremely difficult time getting anything taken care of.

CUSTOMER FEEDBACK REPORT *for*

Harcrest Homes, LLC

REVIEW

Tanya Z.
Cumming, GA
Jun 05, 2018



Mike Smith was fantastic to work with on design revisions and the entire building process of my semi-custom home on my existing lake lot. Mike was able to adjust the existing floorplan to fit my needs, and made sure the entire build process stayed on-schedule and materials were of the expected high quality. My house is perfect for my family, was completed on-schedule, and we have been thrilled with the overall quality. I highly recommend Harcrest Homes!

REVIEW

Robert W.
Flowery Branch, GA
May 30, 2018



Great builder, enjoyed working with them.

REVIEW

Tracy M.
Flowery Branch, GA
Jan 17, 2018



Harcrest built us a beautiful home with a lot of customizations. At times the building process can be difficult, but overall it was a good experience. Mike, Danny, and Rachel are a great team and were always respectful and focused on the end goal-to make sure we were happy with our new home, which we are.

REVIEW

Norman L.
Flowery Branch, GA
Oct 23, 2017



Harcrest Homes is an exceptional home builder . . . the entire process was very smooth, and the entire staff is very accommodating and professional. They have built us a wonderful home, and we couldn't be more pleased.

REVIEW

Chris W.
Flowery Branch, GA
Feb 13, 2017



They gave us personalized attention. The product is a quality, custom home with wonderful craftsmanship.



HARCREST
H O M E S
A Mike Smith Company

2060 Buford Hwy Ste 106
Buford, GA 30515
(770) 831-6670
www.harcresthomes.com

GUILDMEMBER SINCE 2006

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

We have surveyed customers on behalf of Harcrest Homes, LLC in Suwanee, GA; Flowery Branch, GA; Duluth, GA; Buford, GA; Hoschton, GA; Milton, GA; Johns Creek, GA; Suwanee, GA; Alpharetta, GA; and Cumming, GA.

In this report, Harcrest Homes, LLC has published a summary of the customer feedback they've received since they joined GuildQuality in March 2006. In that time, 227 out of 365 customers (62%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

CUSTOMER FEEDBACK REPORT *for*
Harcrest Homes, LLC



2060 Buford Hwy Ste 106
Buford, GA 30515
(770) 831-6670
www.harcresthomes.com

GUILDMEMBER SINCE 2006

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

We have surveyed customers on behalf of Harcrest Homes, LLC in Suwanee, GA; Flowery Branch, GA; Duluth, GA; Buford, GA; Hoschton, GA; Milton, GA; Johns Creek, GA; Suwanee, GA; Alpharetta, GA; and Cumming, GA.

In this report, Harcrest Homes, LLC has published a summary of the customer feedback they've received since they joined GuildQuality in March 2006. In that time, 227 out of 365 customers (62%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

REVIEW

Errin H.
Flowery Branch, GA
Dec 13, 2016



It was a wonderful experience and Harcrest Homes built a great house!

REVIEW

T.M.K.
Hoschton, GA
Nov 24, 2016



We are extremely pleased with Harcrest Homes. They are an honest organization and we love our home. If we build again, we would definitely use Harcrest Homes. They go over and beyond in caring about their customers.

REVIEW

Ron M.
Flowery Branch, GA
Sep 12, 2016



The owner Mike Smith is honest. It is a straight up honest company to deal with.

REVIEW

Andrea S.
Hoschton, GA
Feb 07, 2016



Everyone at Harcrest was so nice and went above and beyond to make us happy and comfortable with our home.

REVIEW

Ken O.
Flowery Branch, GA
Aug 28, 2015



I would recommend them to anybody wanting to build a home. I wouldn't choose anyone other than Harcrest Homes. They are organized and very professional, and they did quality work.

COMMENT

Additional Comment
May 05, 2015

Mike Smith, Danny, and Maryellen were all incredible to work with. You made us feel as important as family and helped our home selection and buying process be seamless. We love our home and are so grateful for your attention to quality, detail, and service. Thank you!

REVIEW

Shanon S.
Buford, GA
May 05, 2015



Harcrest Homes is a fantastic home builder to work with. After spending one year in our beautiful home we are so grateful for their quality, craftsmanship, and customer service. You will not find a better builder anywhere in the State!

CUSTOMER FEEDBACK REPORT *for*
Harcrest Homes, LLC



COMMENT
Additional Comment
Nov 03, 2014

I want to recognize Danny Childress for outstanding customer services. I found him very professional, humble, and organized person, very responsive to any small or big issue and goes out of the way to resolve issues and satisfy customers. Also want to recognize Merryellin for her professional ethics and customer services during the critical stage of decision making.

REVIEW
Shafi Q.
Buford, GA
Nov 03, 2014
★★★★★

Harcrest not only stands by their commitments but goes extra mile to keep their customers happy and satisfied. Maintains high professional standards in terms of work ethics and customer services.

REVIEW
Ken O.
Flowery Branch, GA
Oct 27, 2014
★★★★★

We had the best experience with Harcrest Homes. Every need, want and dream was addressed. Our experience, professional, attentive and customer services at it's best!

REVIEW
Robert S.
Buford, GA
Jul 26, 2014
★★★★★

Going into building a home is universally known to be a horrific experience but not with the great team at Harcrest Homes. If you are building, adding or remodeling you would be doing yourself a disservice if you didn't use Harcrest. They are a friendly, knowledgeable team that delivers a great value. Mike, the owner really cares and sticks to his word. I really could not say enough good things about my experience and the value we received by working with Harcrest!

2060 Buford Hwy Ste 106
Buford, GA 30515
(770) 831-6670
www.harcresthomes.com

GUILDMEMBER SINCE 2006

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

We have surveyed customers on behalf of Harcrest Homes, LLC in Suwanee, GA; Flowery Branch, GA; Duluth, GA; Buford, GA; Hoschton, GA; Milton, GA; Johns Creek, GA; Suwanee, GA; Alpharetta, GA; and Cumming, GA.

In this report, Harcrest Homes, LLC has published a summary of the customer feedback they've received since they joined GuildQuality in March 2006. In that time, 227 out of 365 customers (62%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

Harcrest Homes, LLC



**HARCREST
H O M E S**
A Mike Smith Company

REVIEW

Shanon S.
Buford, GA
Jun 23, 2014



Maryellen, Danny, and Mike are a joy to work with. They each made the home selection and buying process a pleasure. You can tell they each take pride in their work and enjoy building homes that each family can create memories in. I would recommend Harcrest Homes to all my family and friends and consider them THE BEST Builder in the Atlanta area.

REVIEW

Owa O.
Buford, GA
Oct 19, 2013



Our overall experience with Harcrest Homes is a memorable one. They are very honest and humble. The things we did not notice during inspection was made known to us. They stand by their homes. Maryellen was a God sent woman that led the whole team and made us to realize our dream. My family is very pleased with the home. Thanks to Harcrest Homes.

REVIEW

Shafi Q.
Buford, GA
Oct 11, 2013



Harcrest is an organization composed of professional and courteous people. The house building projects are implementation with through documentation and makes honest efforts to adhere to the documented details. The customers must be mentally prepared for additional upgrade expenses if they want quality in the available options.

REVIEW

R.A.J.
Suwanee, GA
Sep 24, 2013



We worked with Harcrest Homes people including Mike Smith, Maryellen Peterson, and Danny from the design process, through construction and to completion. The result was a home which exactly meets our requirements.

REVIEW

Justin C.
Buford, GA
Sep 11, 2013



It was a pleasure to work with a customer focused organization such as Harcrest, that quickly and thoroughly responded to any concerns that we had.

2060 Buford Hwy Ste 106
Buford, GA 30515
(770) 831-6670
www.harcresthomes.com

GUILDMEMBER SINCE 2006

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

We have surveyed customers on behalf of Harcrest Homes, LLC in Suwanee, GA; Flowery Branch, GA; Duluth, GA; Buford, GA; Hoschton, GA; Milton, GA; Johns Creek, GA; Suwanee, GA; Alpharetta, GA; and Cumming, GA.

In this report, Harcrest Homes, LLC has published a summary of the customer feedback they've received since they joined GuildQuality in March 2006. In that time, 227 out of 365 customers (62%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

CUSTOMER FEEDBACK REPORT *for*
Harcrest Homes, LLC

REVIEW

Robert S.
Buford, GA
May 28, 2013
★★★★★

Going into the building process my husband and I were a little skeptical. Harcrest Homes, LLC proved the quality of their workmanship and ethics of a good company. We enjoyed the process immensely and would recommend to anyone looking to build in this area!

REVIEW

Kathleen H.
Suwanee, GA
Apr 03, 2013
★★★★★

This is the first time I've bought a home by myself, and I found Harcrest Homes to be very supportive. Any time I wasn't sure about something, they helped me work through it. Danny has always been accessible to any questions that I have had.



HARCREST
H O M E S
A Mike Smith Company

2060 Buford Hwy Ste 106
Buford, GA 30515
(770) 831-6670
www.harcresthomes.com

GUILDMEMBER SINCE 2006

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

We have surveyed customers on behalf of Harcrest Homes, LLC in Suwanee, GA; Flowery Branch, GA; Duluth, GA; Buford, GA; Hoschton, GA; Milton, GA; Johns Creek, GA; Suwanee, GA; Alpharetta, GA; and Cumming, GA.

In this report, Harcrest Homes, LLC has published a summary of the customer feedback they've received since they joined GuildQuality in March 2006. In that time, 227 out of 365 customers (62%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.