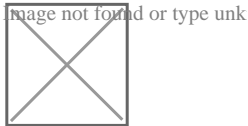


CUSTOMER FEEDBACK REPORT *for*
Scarmazzi Homes



Customer Feedback Summary

Of 1,438 customers surveyed, 1,022 responded



127 Adams Avenue
Canonsburg , PA 15317
(724) 745-4250
www.scarmazzihomes.com

GUILDMEMBER SINCE 2007

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

We have surveyed customers on behalf of Scarmazzi Homes in Washington, PA; Mcdonald, PA; Canonsburg, PA; Pittsburgh, PA; Washington, PA; Pissburgh, PA; Canonsbirg, PA; Pittsburgh, PA; Canaonburg, PA; Houston, PA; and 2 other cities in Pennsylvania.

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Recent Reviews & Published Comments

REVIEW
John A.
Washington, PA
Sep 17, 2021
★★★★★

We have not completed our home, so we can't speak to the quality as yet. However their communication has been excellent.

REVIEW
Burch E.
Washington, PA
Sep 12, 2021
★★★★★

I would have liked to have given 5 stars but our closing was changed 3 times which caused problems with the movers and our work schedules. Project managers seem to be changing constantly, maybe due to the covid situation and all that surrounds that. Also once owners items are in the garage I don't think anyone should be showing the property, at the very least lock all the doors of the exterior of home. I think a better explanation of the upgrades could be better. I got the performance package but the cabinets aren't soft close. I must have missed that in the conversation. We were trying to keep the price down, but there were other things we could have not upgraded and then maybe we could have had the porch roof put on the patio. All in all I love the house, the area, the concept. One thing would be nice if you could have a virtual look at the options that are given that way the home buyer can really see if these choices look good together.



CUSTOMER FEEDBACK REPORT *for* Scarmazzi Homes

REVIEW

Andrew L.
Washington, PA
Aug 31, 2021
★★★★★

Scarmazzi Homes provide excellent homes at a reasonable price. We are very satisfied with our new Torino basement home and we look forward to spending many years in this peaceful community.

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REVIEW

Carol B.
Washington, PA
Aug 04, 2021
★★★★★

My second Scarmazzi home and my experiences surpass my expectations! Aaron White is so friendly and eager to discuss with me any questions that come up along the way. You are fortunate to have him on your team!

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REVIEW

Linda V.
Washington, PA
Jul 21, 2021
★★★★★

Even though they admit to their mistakes, they still won't correct them because it is too costly. They will not even compensate me for the money that I paid them as an upgrade, even though I did not receive the correct tile. They said if I want anything to be done about this, I am going to have to sue them.

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REVIEW

Robert W.
Washington, PA
Jul 20, 2021
★★★★★

Robin, Peggy and Aaron are very easy to work with and all work toward the satisfaction of the customer/client,

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REVIEW

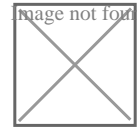
Richard S.
Washington, PA
Jul 20, 2021
★★★★★

I decline.

REVIEW

Wayne S.
Canonsburg, PA
Jun 24, 2021
★★★★★

Manufactures of building product selections changed through the building process due to availability. Exterior framing is excellent but the interior framing lacked workmanship. 24" on center studs instead of 16" and inside corners pieced together with horizontal bracing. Concrete flooring had to be broken up due to incorrect location of plumbing.



CUSTOMER FEEDBACK REPORT *for* Scarmazzi Homes

REVIEW

Zachary P.
Washington, PA
Jun 16, 2021
★★★★★

I would definitely recommend Scarmazzi Homes. If you're building a home in that area I would only recommend working with them. They were that good about it.

REVIEW

Ralph J.
Canonsburg, PA
Jun 10, 2021
★★★★★

We are very excited about our Scarmazzi home! Robin is wonderful and now working with Alan has also been a great experience.

REVIEW

Patrick O.
Washington, PA
Jun 09, 2021
★★★★★

I did some research on the area. We did not jump into the building process. We took two years looking at many homes and developments. I would be thrilled to recommend my friends to Scarmazzi Homes.

REVIEW

Wayne S.
Canonsburg, PA
May 31, 2021
★★★★★

The progress on my home is advancing quicker than expected. I was not pleased with the choice selections presented by their North Hills affiliate. However now the selection process changed to in house at the Canonsburg location with greater selections.

REVIEW

Burch E.
Washington, PA
May 31, 2021
★★★★★

We have never built before, Scarmazzi is making this an easy process. I do know that Dave Scarmazzi is called upon a tremendous amount for things that go wrong, but he always comes through. Maybe they need a few more gentlemen like Mr. Dave Scarmazzi so he is not pulled in so many directions.

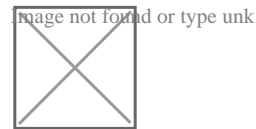
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Scarmazzi Homes

REVIEW
Burch E.
Washington, PA
Apr 15, 2021
★★★★★

Linda Ryan is very good at what she does, she guides you along the way. I am glad we were able to build a home with Scarmazzi. I loved every model I went through. That was the hardest decision to make since I could see us in everyone of them. I fell in love with Scarmazzi homes when I went through the model on McClane Farm Road, and pestered my husband until he caved in (5 years). It is a wonderful place designed for our future, the best thing is the walk in shower-zero threshold, the quality of the products, open floor plan and the light from the windows. I'm glad we have made this decision now and not later on when we have to.

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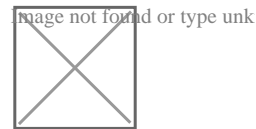
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REVIEW
Amy B.
Washington, PA
Mar 19, 2021
★★★★★

I have been very favorably impressed with every aspect of my home purchase from the tour of the model to the communication during purchase and construction. Robin, Aaron, and everyone at Scarmazzi Homes have been very friendly and have gone above and beyond to be helpful and informative. I have no reservations about recommending Scarmazzi Homes to anyone looking to purchase and build a beautiful home.

REVIEW
Charlotte C.
Washington, PA
Jan 19, 2021
★★★★★

I found Scarmazzi Homes to be just as they advertised, the quality of their building materials and the construction processes described in the pre-built meeting have been precise. As this is our first time having a home built, the Scarmazzi Homes sales team and Alan? the contactor have made this a stress free experience and exciting too, by keeping us informed of the building progress. Thanks Scarmazzi Homes & Kudos on having such a well oiled & organized machine ?



CUSTOMER FEEDBACK REPORT *for*
Scarmazzi Homes

REVIEW
Charlotte C.
Washington, PA
Jan 13, 2021
★★★★★

Professional staff kind and courtesy folks?

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REVIEW
Andrew L.
Washington, PA
Dec 28, 2020
★★★★★

The quality of the finished product shows in the workmanship and organization of the Scarmazzi team. Compared to other local builders, Scarmazzi is by far the leader.

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REVIEW
J.C.S.
Washington, PA
Dec 18, 2020
★★★★★

An excellent experience thus far. Yesterday I had my pre-drywall walk-thru with Alan, by Zoom, and was very pleased with his detailed tour of our house's ongoing build. He answered all of my questions and I am very satisfied with the job he is doing.

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REVIEW
Christopher R.
Washington, PA
Nov 20, 2020
★★★★★

Scarmazzi Homes builds a very nice home and the make buying a new home easy. We love the floor plan and location of our home. We will recommend to all our family and friends!

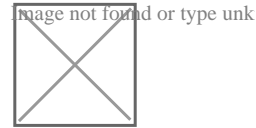
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REVIEW
Thomas B.
Washington, PA
Nov 06, 2020
★★★★★

We like our home but have had some issues that are/have taken much longer to resolve than we would have expected. Make sure you take pictures and videos of problems and keep submitting them, because they seem to sometimes put you on the back burner. Property drainage issues/natural springs have been a very bad subject in Arabian Meadows-these should have been addressed.

REVIEW
Lorene L.
Washington, PA
Oct 29, 2020
★★★★★

Robin and Alan were delightful to work with during the design and build process.



CUSTOMER FEEDBACK REPORT *for*
Scarmazzi Homes

REVIEW

N.W.-.
McDonald , PA
Oct 28, 2020
★★★★★

The after-the-sale follow-up has been excellent.

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REVIEW

Arnold F.
McDonald, PA
Oct 05, 2020
★★★★★

Overall exceptional

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REVIEW

Joseph R.
Washington, PA
Oct 02, 2020
★★★★★

We love our new home and have recommended Scarmazzi Homes to others. The staff is friendly and helpful!

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REVIEW

J.C.S.
Washington, PA
Sep 16, 2020
★★★★★

We are in the pre-construction phase of our home purchase at Arabian Meadows. Robin Dugas, and the rest of the Scarmazzi Team, have been great to work with!

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REVIEW

Andrew L.
Washington, PA
Sep 14, 2020
★★★★★

Scarmazzi Homes offers a great customer builder relationship, excellent communication, and was very easy to deal with.

REVIEW

James T.
McDonald, PA
Aug 31, 2020
★★★★★

Robin Dugas & Aaron White were on top of every single question or concern we had. They both were the reasons it was just a little easier building our home from Texas!

REVIEW

Alan H.
Washington, PA
Aug 15, 2020
★★★★★

Scarmazzi is better than most of the competition in this price point. The basic building materials and framing work is above average. However, post occupancy follow-up is lacking, landscaping is marginal, and our Club House and pool are still not usable and not fully the fault of COVID.

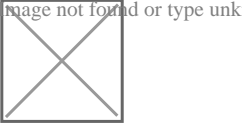
CUSTOMER FEEDBACK REPORT *for*
Scarmazzi Homes

REVIEW

Richard S.
Washington, PA
Jul 31, 2020



The process has been very simple and straightforward.
All of my questions and concerns have been
addressed promptly.



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