

Ken Garland Homes

Customer Feedback Summary

Of 63 customers surveyed, 59 responded



3065 E Corp Edge, Suite 101
Germantown, TN 38139
(901) 508-2466
www.kengarland.com

GUILDMEMBER SINCE 2005

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

We have surveyed customers on behalf of Ken Garland Homes in Germantown, TN; Memphis, TN; Eads, TN; Collierville, TN; Lakeland, TN; and Germantown, TN.

In this report, Ken Garland Homes has published a summary of the customer feedback they've received since they joined GuildQuality in July 2005. In that time, 59 out of 63 customers (94%) responded to a GuildQuality satisfaction survey, with the most recent response in January 2019.



Recent Reviews & Published Comments

REVIEW

Danny H.
Memphis, TN
Jan 25, 2019



Ken Garland is an outstanding builder. He built a high quality custom home for us, and was great to work with. He is very experienced, very professional, and also very friendly. We had good communication with him during the building process, and still do now that we are in our beautiful new home. We would absolutely recommend Ken as a home builder and feel that we made the right choice having him build ours.

REVIEW

Jeff L.
Germantown, TN
Nov 27, 2017



In my initial interviews of potential contractors, Ken stood out as the most experienced, organized, and professional. Throughout our job progress all the way through completion, I was glad I selected Ken!

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REVIEW

Melinda Q.
Germantown, TN
Dec 01, 2016



We really enjoyed working with Ken and highly recommend him.

COMMENT

Additional Comment
Jul 24, 2015

Ken is easy to work with and not a lot of bs extra charge this and that on a custom home

COMMENT

Additional Comment
Jul 24, 2015

Known about his work for while and his reputation from some of his subcontractors

REVIEW

Cole H.
Germantown, TN
Jul 24, 2015



Ken was awesome to work with. Our house had lots of unique features and he made it all come together. The cost was exactly what he said it was gonna be too. I wouldn't hesitate to use him again. Thanks Ken

COMMENT

Additional Comment
Feb 10, 2015

Would highly recommend Ken Garland Homes.

REVIEW

Leslie S.
Eads, TN
Feb 10, 2015



We love our home. It was a pleasure working with Ken Garland.

COMMENT

Additional Comment
Aug 28, 2014

Ken is extremely professional, level headed, kind/courteous and kept us informed on even the smallest of details. We were extremely grateful for his expertise during this process.

REVIEW

Tabitha H.
Eads, TN
Aug 28, 2014



Ken is extremely professional, level headed, kind/courteous and kept us informed on even the smallest of details. We were extremely grateful for his expertise during this process. Overall we are very satisfied and delighted with the finished product- it is exactly what we had in mind for our home.

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COMMENT
Additional Comment
Aug 25, 2014

The quality of the house was spectacular. You can see the craftsmanship in his contractors work.

REVIEW
Adam S.
Collierville, TN
Aug 25, 2014
★★★★★

There is something special about a Ken Garland house. Building a house is a challenging experience, but Ken worked well with us to make sure that we were happy with the end results. The quality of the craftsmanship is evident in every area of the home.

COMMENT
Additional Comment
Jul 20, 2014

We were very satisfied with all areas of the renovation. Not once did Ken fall short of expectations.

COMMENT
Additional Comment
Jul 20, 2014

We were most satisfied that Ken finished the project two weeks ahead of schedule and under budget.

COMMENT
Additional Comment
Jul 20, 2014

We heard about Ken through two friends that had done renovations with him and were very pleased.

REVIEW
Stephanie U.
Memphis, TN
Jul 20, 2014
★★★★★

We have done several renovations to our home, with this being the first that Ken has managed. Cannot speak highly enough about the quality, professionalism and timeliness of the project. Would highly recommend Ken and his team.

COMMENT
Additional Comment
May 09, 2014

Everything, he stands behind his word.

COMMENT
Additional Comment
Jan 14, 2014

Excellent advice on details large and small...plus great communication throughout the project.

COMMENT
Additional Comment
Feb 15, 2013

Ken has been very easy to work with and follows through on details. He takes care of issues in a timely and professional manner. He works hard to get things right. He is available and has continued to take care of the punch list in a timely manner.

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REVIEW

Ben M.
Germantown, TN
Feb 15, 2013



Ken is very professional and is detail oriented. He continues to work things out on the punch list in a timely manner. He is available and prompt in responding to issues. I would use him again and without hesitation recommend him to others.

REVIEW

Susie L.
Memphis, TN
Aug 17, 2012



Working with Ken Garland Homes was a pleasure. I trusted Ken and his subs completely. Any problems were taken care of immediately. I never worried about anything because I knew Ken would be on top of it. I would recommend him without reservations.

REVIEW

Andy E.
Eads, TN
Aug 06, 2012



This is the second home we have built with Ken and could not be happier with how it turned out. We had significant challenges with our lot and the weather, but the process went as smooth as could be expected. I definitely recommend Ken to any friends that are thinking about building.

COMMENT

Additional Comment
Jul 04, 2012

Quality of overall construction. Sub-contractors are top notch, great work! Thank you.

COMMENT

Additional Comment
Jul 03, 2012

Honest, forthcoming, trustworthy, with quality sub-contractors. He is also generally easy to do business with. He is a good man.

REVIEW

Dennis S.
Germantown, TN
Jul 03, 2012



Ken is a trustworthy builder with whom it is easy to do business with. He is a man of his word who has quality sub-contractors working for him. We had a very positive building experience and are extremely pleased with our custom built home.

COMMENT

Additional Comment
Oct 13, 2011

Ken is very organized and kept me informed daily. He is very approachable and easy to talk. He is easy to get in touch with and follows through if he says he is going to do something. I enjoyed working with Ken.

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COMMENT

Additional Comment
Jul 05, 2011

Ken did a fantastic job for us! We are very pleased with his workmanship and level of professionalism. He communicated all aspects of the project promptly with us and kept our project on budget. Our only regret was that we had not selected him to build our first home.

REVIEW

Bill H.
Memphis, TN
Jul 05, 2011



Ken did a fantastic job for us! My wife and I are very pleased with the subcontractors workmanship and level of professionalism. He regularly inspected every detail of the job and communicated all aspects of the project promptly with us and kept our project on budget. Our only regret was that we had not selected him to build our first home.

COMMENT

Additional Comment
Aug 04, 2010

Ken Garland's knowledge of quality construction options, business expertise and communication skills allowed him to exceed my expectations. I have already recommended him to friends as a first class professional.

COMMENT

Additional Comment
May 06, 2010

Ken did a great job of setting and managing our expectations throughout the process. Also all of ken's subs were high quality people that we were comfortable having on our property and in our house.