

CUSTOMER FEEDBACK REPORT *for*
Norton Commons

10712 Meeting Street
Prospect , KY 40059
(502) 412-5085
www.nortoncommons.com

COMMENT
Additional Comment
Oct 10, 2007

I was very satisfied with my house and I couldn't be any more satisfied than I am with these people. They have been wonderful and it has been a marvelous experience working with them. I can only offer them high praise and recommendation.

GUILDMEMBER SINCE 2005

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

COMMENT
Additional Comment
Oct 08, 2007

The superintendent has done an excellent job.

We have surveyed customers on behalf of Norton Commons in Prospect, KY; Louisville, KY; Shelbyville, KY; Lousville, KY; Prosepct, KY; Prospedt, KY; and Propsedt, KY.

COMMENT
Additional Comment
Oct 03, 2007

I cannot begin to tell you how happy we are living in our new home. It has exceeded our expectations, especially seeing how we bought it sight unseen! We want to thank Angela, Colin, Dave and their company for maiking this experience not only smooth but pleasuable, we love our new home and neighborhood. Sincerely, George & Mary Ann Jansen

In this report, Norton Commons has published a summary of the customer feedback they've received since they joined GuildQuality in July 2005. In that time, 715 out of 1,094 customers (65%) responded to a GuildQuality satisfaction survey, with the most recent response in August 2021.

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COMMENT

Additional Comment
Sep 28, 2007

Susan Graf and the Buttorff Co. made the buying and building experience a pleasure. Selling an existing home and building a new one can be a stressful experience but referrals and advice from Susan made the process much smoother. She was receptive to my budget and helped me to choose a builder for my new home with which I could not be happier! I cannot say enough about how highly I regard Rick, Roxanne, and Brandon Buttorff. Their attention to detail and willingness to listen to my ideas went above and beyond my expectations. As a result, I have a home that brings me great pride and joy. I have entertained several times since moving into my new home, and my favorite feature has been an unexpected one. It has made me happy to see my home filled with friends and family who are enjoying it as much as I do! The Buttorff's and their team have built me a home which feels solid, safe, and secure. For that, I am thankful.

GUILDMEMBER SINCE 2005

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COMMENT

Additional Comment
Jul 18, 2006

It was a very positive experience.

COMMENT

Additional Comment
Jun 25, 2006

Sharon and Bill were both excellent to work with, and I really like the 'team' approach to building. This was a very enjoyable experience, and I love my house! Thank you. Jennifer Ewing

COMMENT

Additional Comment
Nov 04, 2005

It is really cute and convenient. It's looking great. I was very pleased.

COMMENT

Additional Comment
Mar 03, 2005

It was a very good experience.

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COMMENT

Additional Comment
Oct 28, 2005

I would definitely recommend them. They have been an absolute blessing. They have been fantastic and very professional. I love my home. They have made the experience extremely enjoyable.

COMMENT

Additional Comment
Oct 28, 2005

I absolutely love them. Its been a pleasure working with them.

GUILDMEMBER SINCE 2005

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