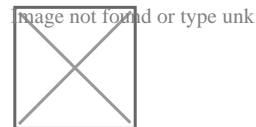


# Universal Development



REVIEW

T.A.S.  
Meadville, PA  
Jan 05, 2017



There were a few issues that Universal corrected. This took a long time. I fixed many items myself (nail holes - drywall cracks - sidewalk issue - two interior vents fixed - painting). There was a driveway cement border that was to be put in where Universal had a dumpster and portable toilet. They promised to fix this and fill driveway area with dirt and plant grass. I did the cement work myself and tried to get them to deliver some dirt to cover the area where toilet and dumpster were. No help was offered and I tried contacting them about ten times. Never received a call or any answer after any call or e-mail. I will probably fill in the area and plant grass myself when spring comes. This was very unprofessional and reflects badly on Universal.

1607 Motor Inn Dr, Suite 1  
Girard , OH 44420  
(330) 759-4384

**GUILDMEMBER SINCE 2008**

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

We have surveyed customers on behalf of Universal Development in Freedom, PA; Hermitage, PA; Meadville, PA; Canfield, OH; Struthers, OH; Poland, OH; and Struthers, PA.

REVIEW

William M.  
Hermitage, PA  
Dec 25, 2016



Worst customer care service in the world. Poor quality workmanship and no support at all from universal. The company hasn't even responded or replied to my calls or requests for repairs. Contractors do sloppy work with no regard for the quality of the finished product. How do you get paint out of all the carpets and tiles?

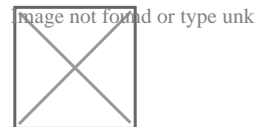
REVIEW

Robery M.  
Hermitage, PA  
Sep 07, 2016



Kris went above and beyond.

# Universal Development



REVIEW

Jannette G.  
meadville, PA  
Sep 04, 2016



get you to buy really great. but do not take care of you afterwards with warrenty never get back to you. do not take care of you.. Day moved in said window bad. nearly 2 years never been back. taken care cracks etc in walls anything no one ever calls still waiting for HA 2 Year warrenty. things to be taken care of. do not buy from them .I have cracks in walls ceiling coming down.but they do not come to take care of. always coming but never come.

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REVIEW

Malcom S.  
Hermitage , PA  
Aug 06, 2015



The personnel that we have encountered at Universal Development has been very kind, knowledgeable and good to work with.

REVIEW

David T.  
Hermitage, PA  
Jul 08, 2015



I have E-mailed problems we are having as far as cracks in asphalt on patio, in house etc. Response was next to none and when I finally did get a response they stated they would get back with us and never did.Do we have to wait the two years before things are fixed? The items I sent in were minor things. When we had a leak in the roof, they came out immediately and repaired the inside and outside.I am sure things will be corrected, but is there a waiting period for this to be done? I would think they would want to see the patio cracks. These are major cracks that extend completely across the squares.

REVIEW

Joseph T.  
Meadville, PA  
Jun 13, 2015



If some of the work they promised to be done would be done, my response would change. As of right now, I am completely disillusioned.

# FEEDBACK REPORT *for* Universal Development



## REVIEW

Malcom S.  
Hermitage , PA  
Feb 02, 2015



We are very pleased with everything so far. The manager has been nothing but helpful and we have not wanted for anything.

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## REVIEW

D.A.M.  
Hermitage, PA  
Jan 03, 2015



I would like them to be more responsive as far as warranty problems.

## GUILDMEMBER SINCE 2008

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## REVIEW

Paul S.  
Hermitage, PA  
Dec 30, 2014



There is no attention given to details inside.

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## REVIEW

Curtis B.  
Hermitage, PA  
Dec 17, 2014



Universal Development is great. The salesperson was nothing short of fantastic. We lived in Beaver County and looked at Universal and Freedom Crossing. She sent us up here to take a look and we liked what we saw. The transition was nice and this area at Hermitage is great. This is all thanks to Kris. It was reasonably priced and I am happy with my home.

## REVIEW

T.A.S.  
Meadville, PA  
Nov 27, 2014



This is a very nice community. The contractors and sub contractors seemed very skilled. The universal reps - Vicki- Bob - Brian and Lisa are good at their jobs. We spent a lot of time with Vicki. She was always willing to talk and answer questions.

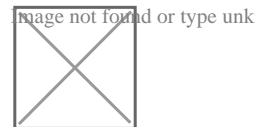
## REVIEW

J.A.A.  
Freedom, PA  
Jan 04, 2013



My experience with Universal Development was a very good and favorable experience. The people were experts in their fields, and all of them were excellent at their jobs. The workmanship was very good. I think I'll be really happy here.

# Universal Development



REVIEW

M.M.R.  
Freedom, PA  
Dec 21, 2012



Universal Development are champions in the field of construction, quality craftsmanship and salesmanship. We are delighted with their service and very pleased to be a part of their new community. M.M.R.

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REVIEW

M.M.R.  
Freedom, PA  
Dec 19, 2012



Universal Development are champions in the fields of quality construction and salesmanship. The design of the homes, the setting, the communities, everything about Universal is superior.

**GUILDMEMBER SINCE 2008**

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REVIEW

D.C.A.  
Hermitage, PA  
Aug 24, 2012



They were very easy to deal with, and Kris, from the time we were first interested, she was attentive and followed up. We had a time frame we were working with. We had to have them finish the condo within a time frame which they did well with. I was well pleased.

We have surveyed customers on behalf of Universal Development in Freedom, PA; Hermitage, PA; Meadville, PA; Canfield, OH; Struthers, OH; Poland, OH; and Struthers, PA.

REVIEW

D.C.A.  
Hermitage, PA  
Aug 01, 2012



Everything they said they would do, they did. We were working in a tight time from because I was selling my home. So I had to have it finished in time so we could get out of the house and in to the new one. They were nice to work with, and they did everything possible finish in the timeframe promised.

REVIEW

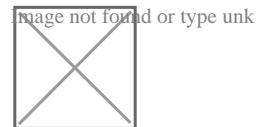
John H.  
Freedom, PA  
Jul 10, 2012



One of the reasons I chose Universal Development at Freedom Crossing was because they were willing to work with me on how I wanted the interior of the house laid out. Other developers had the attitude of "I don't know that the builder could do that." Universal Development took the stance, "Yes, we can do that." They were willing to work with me to modify their standard plan to give me exactly what I wanted.

FEEDBACK REPORT *for*

# Universal Development



REVIEW

J.A.L.  
Hermitage, PA  
May 07, 2012



It was a terrific experience. Everyone was so helpful in picking and choosing options for our home. Universal Development has an excellent staff. Kris Reese is fantastic and always available.

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REVIEW

J.A.M.  
Freedom, PA  
Dec 22, 2011



Universal Development made the decision process and selection of our retirement condo a delight. Their team was very easy to work with by being knowledgeable and attentive to our needs. We are very satisfied with our decision and look forward to enjoying our retirement condo.

**GUILDMEMBER SINCE 2008**

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REVIEW

R.A.C.  
Canfield, OH  
May 16, 2011



I feel that the condo built by Universal development was done very well. It is a low maintenance condo and we enjoy the facility itself. It is a pleasure living here.

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