

«Name»

«NHS» «Lot» «Occupancy» «Lender» «Closing_Office»

New Home Specialist	Rating	Comments	Legend/Notes
Knowledgeable regarding product and community.	1 2 3 4 5		1=Unsatisfactory 2=Did not meet expectations 3=Met expectations 4=Exceeded expectations 5=Far exceeded expectations *If a question is not relevant to your experience, please skip to the next one.
Returned calls in a prompt manner.	1 2 3 4 5		
Answered questions and gave updates during building process.	1 2 3 4 5		
Was professional and courteous.	1 2 3 4 5		
Construction	Rating	Comments	Notes: Thank you for taking the time to complete this survey. Once complete, please return it to us in the prepaid envelope or fax it to us at 540-785-8412. You can also complete this survey on line by going to www.tricordhomes.com and clicking on Customer Care. If you received this via e-mail, simply reply with the completed form attached. Your opinions are very important to us. They help us determine how well we are doing, where we can improve, and what is important to our customers.
Home was delivered on schedule.	1 2 3 4 5		
Quality of workmanship and materials.	1 2 3 4 5		
Homesite was kept clean and safe during construction.	1 2 3 4 5		
Customer Care	Rating	Comments	Tricord Homes P.O. Box 42150 Fredericksburg, VA 22404
Orientation was informative and performed in a professional manner.	1 2 3 4 5		
Orientation list was completed within 14 day timeframe.	1 2 3 4 5		
Efficiently and effectively addressed and resolved issues.	1 2 3 4 5		
Business Partners	Rating	Comments	
Rate your overall experience with your Lending Company.	1 2 3 4 5		
Rate your overall experience with your Settling Company.	1 2 3 4 5		
Overall Experience	Rating	Comments	
What would you consider to be the best features in your new home?		_____	
If you could change one thing in your home, what would it be?		_____	
I would recommend Tricord Homes to a friend. (circle one)	Yes No		
<u>Additional Comments</u>			



“Your Builder For Life”