

PHILLIPS BUILDERS, LLC, ANNUAL SURVEY

HOMEOWNER:	ADDRESS:
COMMUNITY:	LOT#:
SALES AGENT:	CUSTOMER SERVICE REP:
CLOSING DATE:	TELEPHONE:
SURVEY COMPLETED:	E-MAIL:

Please rate each item using a 1 to 10 scale, where 1 is Very Dissatisfied and 10 is Very Satisfied.

CUSTOMER CARE / SERVICE EXPERIENCE:

Outstanding warranty items were corrected within a reasonable time frame	1	2	3	4	5	6	7	8	9	10	N/A
Service personnel cleaned up during and after completing repairs	1	2	3	4	5	6	7	8	9	10	N/A
Quality of repairs and service provided (i.e., fixed right the first time)	1	2	3	4	5	6	7	8	9	10	N/A
Overall Satisfaction with Customer Care / Service Experience	1	2	3	4	5	6	7	8	9	10	N/A
Comments on Customer Care / Service Experience:											

WINDOWS

Satisfaction with appearance and functionality of windows	1	2	3	4	5	6	7	8	9	10	N/A
Windows were well placed	1	2	3	4	5	6	7	8	9	10	N/A
Overall Satisfaction with Windows	1	2	3	4	5	6	7	8	9	10	N/A
Comments on Windows											

PLUMBING SYSTEM:

Absence of leaks and drips in the plumbing system	1	2	3	4	5	6	7	8	9	10	N/A
Overall Satisfaction with operation of Plumbing System and Fixtures	1	2	3	4	5	6	7	8	9	10	N/A
Comments on Plumbing System:											

CABINETS AND DRAWERS:

Appearance of finish hardware (knobs, handles, hinges, latches)	1	2	3	4	5	6	7	8	9	10	N/A
Operation of cabinets and drawers (doors, drawers, latches, hinges)	1	2	3	4	5	6	7	8	9	10	N/A
Overall Satisfaction with Cabinets and Drawers	1	2	3	4	5	6	7	8	9	10	N/A
Comments on Cabinets and Drawers:											

COUNTERTOPS:

Quality of kitchen countertop materials	1	2	3	4	5	6	7	8	9	10	N/A
Quality of kitchen countertop workmanship	1	2	3	4	5	6	7	8	9	10	N/A
Quality of bathroom countertop materials	1	2	3	4	5	6	7	8	9	10	N/A
Quality of bathroom countertop workmanship	1	2	3	4	5	6	7	8	9	10	N/A
Overall Satisfaction with Countertops	1	2	3	4	5	6	7	8	9	10	N/A
Comments on Countertops:											

STORAGE:

Overall Satisfaction with Storage space in home (closets, cabinets, garage, etc.)	1	2	3	4	5	6	7	8	9	10	N/A
Comments on Storage:	1	2	3	4	5	6	7	8	9	10	N/A

HEATING AND AIR CONDITIONING:

Placement of air vents	1	2	3	4	5	6	7	8	9	10	N/A
Overall Satisfaction with Heating and Air Conditioning	1	2	3	4	5	6	7	8	9	10	N/A
Comments on Heating and Air Conditioning:											

DOORS:

Overall Satisfaction with Interior doors 1 2 3 4 5 6 7 8 9 10 N/A
Overall Satisfaction with Exterior doors 1 2 3 4 5 6 7 8 9 10 N/A
Comments on Doors:

FLOORING:

Quality of vinyl flooring 1 2 3 4 5 6 7 8 9 10 N/A
Quality of tile / stone flooring 1 2 3 4 5 6 7 8 9 10 N/A
Quality of wood flooring 1 2 3 4 5 6 7 8 9 10 N/A
Quality of carpet flooring 1 2 3 4 5 6 7 8 9 10 N/A
Overall Satisfaction with Flooring 1 2 3 4 5 6 7 8 9 10 N/A
Comments on Flooring:

ELECTRICAL SYSTEMS:

Overall Satisfaction with Electrical Systems (placement, sufficient number of outlets, operation) 1 2 3 4 5 6 7 8 9 10 N/A
Comments on Electrical Systems:

INTERIOR AND EXTERIOR LIGHTING FIXTURES:

Overall Satisfaction with Interior and Exterior Lighting Fixtures 1 2 3 4 5 6 7 8 9 10 N/A
Comments on Interior and Exterior Lighting Fixtures:

GRADING / DRAINAGE AND LANDSCAPING:

Overall Satisfaction with Grading and Drainage 1 2 3 4 5 6 7 8 9 10 N/A
Overall Satisfaction with Landscaping 1 2 3 4 5 6 7 8 9 10 N/A
Comments on Grading / Drainage and Landscaping:

APPLIANCES:

Overall Satisfaction with Appliances 1 2 3 4 5 6 7 8 9 10 N/A
Comments on Appliances:

COMMUNITY AND NEIGHBORHOOD:

Overall Satisfaction with Community and Neighborhood 1 2 3 4 5 6 7 8 9 10 N/A
Comments on Community and Neighborhood:

OVERALL IMPRESSIONS:

Overall Satisfaction with your experience with Phillips Builders, LLC 1 2 3 4 5 6 7 8 9 10 N/A
(If 9 or less...) Phillips Builders, LLC always strives to achieve a 10. Please suggest what they can do differently to improve your Overall Satisfaction:

Overall Satisfaction with the quality of your home 1 2 3 4 5 6 7 8 9 10 N/A
Phillips Builders, LLC met its commitments to you 1 2 3 4 5 6 7 8 9 10 N/A
Phillips Builders, LLC went "above and beyond" to make your home purchase experience the best it could be 1 2 3 4 5 6 7 8 9 10 N/A
You would recommend Phillips Builders, LLC to a friend or family member _____
How many referrals have you given regarding your experience with Phillips Builders, LLC? _____
Of those referred, how many have purchased or are in the process of purchasing? _____
Would you like for someone to contact you about any outstanding issues or questions you may have? Yes / No
If you would like to recognize any individual for providing outstanding service, who would that be? _____
If you were to change anything about your new home, what would it be? _____
