

post closing survey



Home Owner Name: _____ (required)
 Address: _____ (required)
 Phone: _____ (optional)
 E-Mail: _____ (optional)

1. Were our warranty standards and procedures explained clearly at all of the following times?

When you signed your purchase agreement?	Yes / No	N/A	(Circle one)
At the pre-construction phase?	Yes / No	N/A	
At the pre-drywall phase?	Yes / No	N/A	
During your pre-closing walk-through?	Yes / No	N/A	
At the time of closing?	Yes / No	N/A	

2. As you understand them to be, are the procedures convenient and easy to complete? Yes / No

3. Do you feel the warranty coverage we provide is reasonable? Yes / No

4. Was the procedure for requesting **emergency service** explained to you? Yes / No

5. Did we provide you with a copy of the **NAHB Residential Construction Performance Guidelines Booklet** when you signed your purchase agreement? Yes / No

6. Have you ever referred to the **NAHB Residential Construction Performance Guidelines** for information on specific warranty items? Yes / No

7. Were you provided with blank service request forms at any time before closing? Yes / No

8. How well do you rate the completion and quality of repairs listed at your pre-closing walk-through?
 (1 being the lowest possible rating and 5 being the highest).

<u>Timely completion of repairs:</u>	1- N/A	<u>Quality of repairs:</u>	1- N/A
	2- Poor		2- Poor
	3- Fair		3- Fair
	4- Good		4- Good
	5- Excellent		5- Excellent

9. In terms of quality of workmanship and its efficiency, please rate the following elements of your house
 (1 being the lowest possible rating and 5 being the highest):

Plumbing	1	2	3	4	5	N/A
Interior Wood Trim	1	2	3	4	5	N/A
Landscaping	1	2	3	4	5	N/A
Heating/AC	1	2	3	4	5	N/A
Siding	1	2	3	4	5	N/A
Painting	1	2	3	4	5	N/A
Windows/Doors	1	2	3	4	5	N/A
Brick/Stone	1	2	3	4	5	N/A
Concrete	1	2	3	4	5	N/A
Floor-covering	1	2	3	4	5	N/A
Garage Doors/Openers	1	2	3	4	5	N/A
Drywall	1	2	3	4	5	N/A

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10. How do you think our policies and procedures for submitting service requests can be improved?

11. What can we do to assist you or provide better service to our customers?

12. May we contact you to discuss the answers you provided? Yes / No