



Construction Year End Survey

Your continuous feedback regarding our services is important. Now that you have lived in your home a year, please take a moment of your precious time to share your comments with us.

Rating Scale

High 6 5 4 3 2 Low

Rate your perception of the construction quality of your home. 6 5 4 3 2 1

Reason for rating:

Rate Your Service Representative/Builder; name –

Construction Knowledge 6 5 4 3 2 1

Customer Service 6 5 4 3 2 1

Reason for rating:

Rate the Home Warranty staff.

Helpfulness 6 5 4 3 2 1

Courtesy 6 5 4 3 2 1

Reason for rating:

Rate your perception of the quality of the work on your home during the warranty year. 6 5 4 3 2 1

Reason for rating:

Unit/Lot:

- **Rate your perception of the quality of the workers in your home during the warranty year.** 6 5 4 3 2 1

Reason for rating:

- **Rate the overall efficiency of warranty requests.** 6 5 4 3 2 1

Reason for rating:

- **Based on the quality of your home and your experience with the warranty team will you be recommending The Villages to a friend or family member?** Yes No

Comments: