



## Constant Contact Survey Results

**Survey Name:** Symphony Customer Satisfaction 2013

**Response Status:** Partial & Completed

**Filter:** None

9/16/2015 1:55 PM MDT

### \* Full Name

Answers	Number of Response(s)
First Name	41
Last Name	41

### \* Which community did you purchase a Symphony home?

Answer	0%	100%	Number of Response(s)	Response Ratio
Aspen Hollow			1	2.4 %
Bradbury Meadows			3	7.3 %
Chestnut Farms			6	14.6 %
Hunters Meadow			0	0.0 %
Mountain Vistas			2	4.8 %
Old Mill Village			1	2.4 %
Peacefield			2	4.8 %
Pinehurst Place			8	19.5 %
Preserve @ Sunset Equestrian			4	9.7 %
Shadybrook Lane			8	19.5 %
South Fork Estates			1	2.4 %
Suncrest Park			1	2.4 %
Other			4	9.7 %
No Response(s)			0	0.0 %
<b>Totals</b>			<b>41</b>	<b>100%</b>

What month did you close on your Symphony Home?

Answer	0%	100%	Number of Response(s)	Response Ratio
January			5	12.1 %
February			1	2.4 %
March			4	9.7 %
April			8	19.5 %
May			3	7.3 %
June			1	2.4 %
July			6	14.6 %
August			5	12.1 %
September			1	2.4 %
October			5	12.1 %
November			0	0.0 %
December			2	4.8 %
No Response(s)			0	0.0 %
<b>Totals</b>			<b>41</b>	<b>100%</b>

\*How were you first introduced to Symphony Homes?

Answer	0%	100%	Number of Response(s)	Response Ratio
Website			0	0.0 %
Subdivision signs			20	48.7 %
Real Estate Agent			5	12.1 %
MLS search			1	2.4 %
Referred by Symphony homeowner			4	9.7 %
Billboards			1	2.4 %
Web search			1	2.4 %
Real Estate magazine			0	0.0 %
Homeshow or Parade of Homes			1	2.4 %
Other			8	19.5 %
No Response(s)			0	0.0 %
<b>Totals</b>			<b>41</b>	<b>100%</b>

\* of the following items, please check five (5) factors that most influenced your decision to purchase a home from Symphony Homes

Answer	0%	100%	Number of Response(s)	Response Ratio
Price			16	39.0 %
Home size			29	70.7 %
Lot size			20	48.7 %
Location			34	82.9 %
Architecture			26	63.4 %
Construction quality			31	75.6 %
Proximity to work			8	19.5 %
Schools			10	24.3 %
Community amenities			15	36.5 %
Financing programs			2	4.8 %
Other			7	17.0 %
<b>Totals</b>			<b>41</b>	<b>100%</b>

\* Which model home(s) did you visit prior to your purchase?

Answer	0%	100%	Number of Response(s)	Response Ratio
Chestnut Farms			22	53.6 %
Preserve @ Sunset Equestrian			15	36.5 %
Pinehurst Place			14	34.1 %
Shadybrook Lane			11	26.8 %
Other			7	17.0 %
<b>Totals</b>			<b>41</b>	<b>100%</b>

\* Please rate the model home in the following areas

1 = Poor, 2 = Fair, 3 = Good, 4 = Very Good, 5 = Excellent

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Ease in locating the model						40	4.3
Cleanliness and order of the model						40	4.7
Interior decorating in the model						40	4.6
Interior colors in the model						40	4.6
Landscaping						40	3.8

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

**\*Please rate your sales agent in the following areas**

1 = Poor, 2 = Fair, 3 = Good, 4 = Very Good, 5 = Excellent

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Friendly and helpful						41	4.0
Accessible and attentive						41	3.6
Knowledge of home and features						41	3.7
Communication						41	3.5
Follow up with questions						41	3.6
Explaining the closing process						41	3.5
Overall performance						41	3.6

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

**\*Did you use Symphony's preferred lender?**

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes, Access Mortgage			17	41.4 %
No, I used a different lender			24	58.5 %
No Response(s)			0	0.0 %
<b>Totals</b>			<b>41</b>	<b>100%</b>

**If you used Symphony's lender, please rate them in the following areas**

1 = Poor, 2 = Fair, 3 = Good, 4 = Very Good, 5 = Excellent

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Timely processing of your loan						17	4.4
Provided competitive programs and interest rate						17	4.2
Closing costs were accurately estimated						17	4.4
Loan officer was friendly and helpful						16	4.6
Loan officer was accessible and attentive						17	4.6
Overall performance						17	4.5

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

**\*Which title company did you close at?**

Answer	0%	100%	Number of Response(s)	Response Ratio
North American Title			23	56.0 %
Hickman Title			4	9.7 %
Crossland Title			0	0.0 %
Other			13	31.7 %
No Response(s)			1	2.4 %
<b>Totals</b>			<b>41</b>	<b>100%</b>

**\*Please rate the title company / closing officer in the following areas**

1 = Poor, 2 = Fair, 3 = Good, 4 = Very Good, 5 = Excellent

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Answered questions clearly						41	4.3
Accuracy of closing paperwork						41	4.2
Friendly and helpful						41	4.3
Accessible and attentive						41	4.3
Overall performance						41	4.2

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

**\*DURATION - The pre construction and design process took....**

Answer	0%	100%	Number of Response(s)	Response Ratio
Less than I expected			4	9.7 %
About what I expected			23	56.0 %
Longer than I expected			8	19.5 %
Much longer than I expected			5	12.1 %
No Response(s)			1	2.4 %
<b>Totals</b>			<b>41</b>	<b>100%</b>

**\*Please rate the Design Center Manger / Consultant in the following areas**

1 = Poor, 2 = Fair, 3 = Good, 4 = Very Good, 5 = Excellent

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Friendly and helpful						39	4.6
Accessible and attentive						39	4.2
Knowledgeable						39	4.7
Communication and follow up						39	4.1
Provided pricing in a timely manner						39	4.2
Overall performance						39	4.4

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

**\*Please rate the construction superintendent in the following areas**

1 = Poor, 2 = Fair, 3 = Good, 4 = Very Good, 5 = Excellent

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Friendly and helpful						39	4.3
Knowledgeable						39	4.3
Organized						39	4.2
Overall performance						39	4.3

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

**\*Please rate the construction process in the following areas:**

1 = Strongly disagree, 2 = Somewhat disagree, 3 = Note sure, 4 = Somewhat agree, 5 = Strongly agree

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Building time was accurate						39	4.2
Concerns were addressed in timely manner						39	4.5
Jobsite was clean and safe						39	4.1

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

**\*Please rate the quality of construction in the following areas**

1 = Poor, 2 = Fair, 3 = Good, 4 = Very Good, 5 = Excellent

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Framing						39	3.9
Drywall						39	4.2
Paint						39	4.2
Doors and moldings						39	4.3
Cabinets						39	4.4
Countertops						39	4.3
Plumbing fixtures						39	4.2
Lighting						39	4.2
Tilework						39	3.9
Flooring						39	4.0

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

**\*Please rate your final walk-through in the following areas**

1 = Strongly disagree, 2 = Somewhat disagree, 3 = Not sure, 4 = Somewhat agree, 5 = Strongly agree

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Walk-through was scheduled with advance notice						41	4.7
Operation of the home was thoroughly explained						41	4.9
Symphony representative was courteous and helpful						41	4.9
Questions were answered clearly						41	4.8
All concerns were addressed during the walk-through						41	4.6
Closing deadlines were clearly communicated						41	4.5

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

**\*Regarding your walk-through, were the number of items requiring follow up....**

Answer	0%	100%	Number of Response(s)	Response Ratio
Fewer than expected			23	56.0 %
About what was expected			17	41.4 %
More than expected			1	2.4 %
No Response(s)			0	0.0 %
<b>Totals</b>			<b>41</b>	<b>100%</b>

**\*Please rate your overall satisfaction with the quality of your Symphony home**

1 = Poor, 2 = Fair, 3 = Good, 4 = Very Good, 5 = Excellent

	1	2	3	4	5	Number of Response(s)	Rating Score*
						41	4.5

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

**\*Would you recommend Symphony Homes to a friend?**

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			39	95.1 %
No			2	4.8 %
No Response(s)			0	0.0 %
<b>Totals</b>			<b>41</b>	<b>100%</b>

**Would you like information regarding our Referral Incentive Program?**

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			23	56.0 %
No			18	43.9 %
No Response(s)			0	0.0 %
<b>Totals</b>			<b>41</b>	<b>100%</b>