

Client Feedback Form for Total Home Frames

The objective of this form is to improve our customer service and to make your building experience better for the next time.

Name: **Gary Davidson**

House design: Roofline Custom 3x2

Job number: 21702

Date: 23/07/18

Q1: How would you rate your overall experience of building with Total Home Frames/Milford Homes?

Satisfactory

Unsatisfactory

Comments :Very well organised crew, that stayed on forecast timelines notwithstanding the worst of winter weather.

Sales

Satisfactory

Unsatisfactory

Comments : Very knowledgable, well organised and responsive to any queries on various options.

Pre-Start & Selections Meeting

Satisfactory

Unsatisfactory

Comments : clear, concise and minimal time wastage.

Client Liaison with Submission to Council (planning & building)

Satisfactory

Unsatisfactory

Comments : Very helpful on every query/ concern, with plenty of options provided.

Construction Department

Satisfactory

Unsatisfactory

Comments : Very professional and well organised.

Q2: Would you consider building with us again?

Yes

No

Comments : I'm too old to do it all again, but if I had to I would certainly consider THF.

Q3: Would you recommend us to your family & friends?

Yes

No

Comments : Yes.

Q4: Did the quality of your new home?

Meet your expectations

Exceed your expectations

Comments : As a retired carpenter I was impressed with the general standard of construction, which was very well executed. A couple of minor niggles with the second fixing, but overall the price/time/quality ratio represents good value.

Q5: If suitable to you, may we please use this information from this form in our marketing material?

Yes

No

Thank you for your valuable feedback and we look forward to building for you again in the future.

Total Home Frames

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