



# Customer Satisfaction Recap

Community: Yellow River Plantation

Lot: 6i

Homeowner: Adrian Colon  
Vanessa Colon

It is our goal to earn your highest customer satisfaction by delivering a home that is clean and complete and exceeds your expectations. Please take a few moments to answer these questions about your Customer Experience.

**How likely are you to recommend Henry Company Homes in the next 12 months?**

Not at all Likely																Extremely Likely
0	1	2	3	4	5	6	7	8	9	10						

**How much has Henry Company Homes been able to earn your trust?**

Not at all																Completely
0	1	2	3	4	5	6	7	8	9	10						

**How satisfied are you with your entire experience with Henry Company Homes?**

Extremely Dissatisfied																Extremely Satisfied
0	1	2	3	4	5	6	7	8	9	10						

**How satisfied were you with your Neighborhood Sales Manager?**

Extremely Dissatisfied															Extremely Satisfied	
0	1	2	3	4	5	6	7	8	9	10						

*Shawn Helwig + Teresa Johnson*

**How satisfied were you with your Design Studio Counselor?**

Extremely Dissatisfied															Extremely Satisfied	
0	1	2	3	4	5	6	7	8	9	10						

*Sarah Rogers*

**How satisfied were you with your Personal Builder?**

Extremely Dissatisfied															Extremely Satisfied	
0	1	2	3	4	5	6	7	8	9	10						

*Josh Holt*

**How satisfied were you with the Mortgage Process?**

Extremely Dissatisfied															Extremely Satisfied	
0	1	2	3	4	5	6	7	8	9	10						

*University Leading*

**How satisfied were you with Guarantee Title Company of NW Florida?**

Extremely Dissatisfied															Extremely Satisfied	
0	1	2	3	4	5	6	7	8	9	10						

Please give us your comments below:

*Everyone that we worked with has been AMAZING!! The process was easy and smooth.*

Thanks in advance for your feedback.

To be filled out by Closing Agent at the time of closing:

Date/Time of Closing:

*5/29/15 1pm*

Buyer(s) Signature:

*[Signature]*



# Customer Satisfaction Recap

Community: Pace Mill Creek II

Lot: 10A

Homeowner: Jason Walkenbach

It is our goal to earn your highest customer satisfaction by delivering a home that is clean and complete and exceeds your expectations. Please take a few moments to answer these questions about your Customer Experience.

**How likely are you to recommend Henry Company Homes in the next 12 months?**

Not at all Likely											Extremely Likely	
0	1	2	3	4	5	6	7	8	9	10		

**How much has Henry Company Homes been able to earn your trust?**

Not at all											Completely	
0	1	2	3	4	5	6	7	8	9	10		

**How satisfied are you with your entire experience with Henry Company Homes?**

Extremely Dissatisfied											Extremely Satisfied	
0	1	2	3	4	5	6	7	8	9	10		

**How satisfied were you with your Neighborhood Sales Manager?** Jessica + Teresa

Extremely Dissatisfied											Extremely Satisfied	
0	1	2	3	4	5	6	7	8	9	10		

**How satisfied were you with your Design Studio Counselor?** Sarah Rogers

Extremely Dissatisfied											Extremely Satisfied	
0	1	2	3	4	5	6	7	8	9	10		

**How satisfied were you with your Personal Builder?** Cliff Lewis

Extremely Dissatisfied											Extremely Satisfied	
0	1	2	3	4	5	6	7	8	9	10		

**How satisfied were you with the Mortgage Process?** Mortgage Leaders of America

Extremely Dissatisfied											Extremely Satisfied	
0	1	2	3	4	5	6	7	8	9	10		

**How satisfied were you with Guarantee Title Company of NW Florida?**

Extremely Dissatisfied											Extremely Satisfied	
0	1	2	3	4	5	6	7	8	9	10		

Please give us your comments below:

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Thanks in advance for your feedback.

**To be filled out by Closing Agent at the time of closing:**

Date/Time of Closing: \_\_\_\_\_

Buyer(s) Signature: \_\_\_\_\_



# Customer Satisfaction Recap

Community: East Navarre

Lot: 114/002

Homeowner: **Matthew Lepinski  
Danielle Lepinski**

It is our goal to earn your highest customer satisfaction by delivering a home that is clean and complete and exceeds your expectations. Please take a few moments to answer these questions about your Customer Experience.

### How likely are you to recommend Henry Company Homes in the next 12 months?

Not at all Likely															Extremely Likely
0	1	2	3	4	5	6	7	8	9	10				10	

### How much has Henry Company Homes been able to earn your trust?

Not at all															Completely
0	1	2	3	4	5	6	7	8	9	10				10	

### How satisfied are you with your entire experience with Henry Company Homes?

Extremely Dissatisfied															Extremely Satisfied
0	1	2	3	4	5	6	7	8	9	10				10	

### How satisfied were you with your Neighborhood Sales Manager? Larry / Teresa

Extremely Dissatisfied															Extremely Satisfied
0	1	2	3	4	5	6	7	8	9	10				10	

### How satisfied were you with your Design Studio Counselor? N/A

Extremely Dissatisfied															Extremely Satisfied
0	1	2	3	4	5	6	7	8	9	10				10	

### How satisfied were you with your Personal Builder? Steven Jenkins

Extremely Dissatisfied															Extremely Satisfied
0	1	2	3	4	5	6	7	8	9	10				10	

### How satisfied were you with the Mortgage Process? University Lending

Extremely Dissatisfied															Extremely Satisfied
0	1	2	3	4	5	6	7	8	9	10				10	

### How satisfied were you with Guarantee Title Company of NW Florida?

Extremely Dissatisfied															Extremely Satisfied
0	1	2	3	4	5	6	7	8	9	10				10	

Please give us your comments below:

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Thanks in advance for your feedback.

### To be filled out by Closing Agent at the time of closing:

Date/Time of Closing: 7/1/15 4:00 pm

Buyer(s) Signature: Matthew J. Lepinski 7/1/15  
Danielle J. Lepinski 7/1/15



# Customer Satisfaction Recap

Community: Harvest Point II Lot: 54A

Homeowner: Troy Dover  
Kimberly Dover

It is our goal to earn your highest customer satisfaction by delivering a home that is clean and complete and exceeds your expectations. Please take a few moments to answer these questions about your Customer Experience.

**How likely are you to recommend Henry Company Homes in the next 12 months?**

Not at all Likely	0	1	2	3	4	5	6	7	8	9	Extremely Likely	10
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**How much has Henry Company Homes been able to earn your trust?**

Not at all	0	1	2	3	4	5	6	7	8	9	Completely	10
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**How satisfied are you with your entire experience with Henry Company Homes?**

Extremely Dissatisfied	0	1	2	3	4	5	6	7	8	9	Extremely Satisfied	10
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**How satisfied were you with your Neighborhood Sales Manager?** Jessica Walker

Extremely Dissatisfied	0	1	2	3	4	5	6	7	8	9	Extremely Satisfied	10
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**How satisfied were you with your Design Studio Counselor?** n/a

Extremely Dissatisfied	0	1	2	3	4	5	6	7	8	9	Extremely Satisfied	10
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**How satisfied were you with your Personal Builder?** Cliff Lewis

Extremely Dissatisfied	0	1	2	3	4	5	6	7	8	9	Extremely Satisfied	10
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**How satisfied were you with the Mortgage Process?** Navy Federal CU

Extremely Dissatisfied	0	1	2	3	4	5	6	7	8	9	Extremely Satisfied	10
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**How satisfied were you with Guarantee Title Company of NW Florida?**

Extremely Dissatisfied	0	1	2	3	4	5	6	7	8	9	Extremely Satisfied	10
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Teresa Johnson

Please give us your comments below:

Awesome experience!

Thanks in advance for your feedback.

To be filled out by Closing Agent at the time of closing:

Date/Time of Closing: 06/22/2015

Buyer(s) Signature: Troy Dover



# Customer Satisfaction Recap

Community: Pace Mill Creek III

Lot: 70A

Homeowner: **Jonathan Phillips**  
**Rhoda Phillips**

It is our goal to earn your highest customer satisfaction by delivering a home that is clean and complete and exceeds your expectations. Please take a few moments to answer these questions about your Customer Experience.

**How likely are you to recommend Henry Company Homes in the next 12 months?**

Not at all Likely										Extremely Likely	
0	1	2	3	4	5	6	7	8	9	10	

**How much has Henry Company Homes been able to earn your trust?**

Not at all										Completely	
0	1	2	3	4	5	6	7	8	9	10	

**How satisfied are you with your entire experience with Henry Company Homes?**

Extremely Dissatisfied								Extremely Satisfied			
0	1	2	3	4	5	6	7	8	9	10	

Teresa Johnson

**How satisfied were you with your Neighborhood Sales Manager?**

*Jessica Wallace*

Extremely Dissatisfied								Extremely Satisfied			
0	1	2	3	4	5	6	7	8	9	10	

**How satisfied were you with your Design Studio Counselor?**

*Sarah Rogers*

Extremely Dissatisfied								Extremely Satisfied			
0	1	2	3	4	5	6	7	8	9	10	

**How satisfied were you with your Personal Builder?**

*Cliff Lewis*

Extremely Dissatisfied								Extremely Satisfied			
0	1	2	3	4	5	6	7	8	9	10	

**How satisfied were you with the Mortgage Process?**

*University Lending*

Extremely Dissatisfied								Extremely Satisfied			
0	1	2	3	4	5	6	7	8	9	10	

**How satisfied were you with Guarantee Title Company of NW Florida?**

Extremely Dissatisfied								Extremely Satisfied			
0	1	2	3	4	5	6	7	8	9	10	

Please give us your comments below:

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Thanks in advance for your feedback.

**To be filled out by Closing Agent at the time of closing:**

Date/Time of Closing:

7-22-15 10 Am

Buyer(s) Signature:

*[Signature]*



# Customer Satisfaction Recap

Community: Lost Creek

Lot: 2B

Homeowner: Eduardo Calderon Planellas  
Yinoris Santiago Martinez

It is our goal to earn your highest customer satisfaction by delivering a home that is clean and complete and exceeds your expectations. Please take a few moments to answer these questions about your Customer Experience.

**How likely are you to recommend Henry Company Homes in the next 12 months?**

Not at all Likely											Extremely Likely
0	1	2	3	4	5	6	7	8	9	10	

**How much has Henry Company Homes been able to earn your trust?**

Not at all											Completely
0	1	2	3	4	5	6	7	8	9	10	

**How satisfied are you with your entire experience with Henry Company Homes?**

Extremely Dissatisfied											Extremely Satisfied
0	1	2	3	4	5	6	7	8	9	10	

**How satisfied were you with your Neighborhood Sales Manager?**

*Teresa / Linda*

Extremely Dissatisfied											Extremely Satisfied
0	1	2	3	4	5	6	7	8	9	10	

**How satisfied were you with your Design Studio Counselor?**

*Sarah Rogers*

Extremely Dissatisfied											Extremely Satisfied
0	1	2	3	4	5	6	7	8	9	10	

**How satisfied were you with your Personal Builder?**

*Ben Stone*

Extremely Dissatisfied											Extremely Satisfied
0	1	2	3	4	5	6	7	8	9	10	

**How satisfied were you with the Mortgage Process?**

*Prime Lending*

Extremely Dissatisfied											Extremely Satisfied
0	1	2	3	4	5	6	7	8	9	10	

**How satisfied were you with Guarantee Title Company of NW Florida?**

Extremely Dissatisfied											Extremely Satisfied
0	1	2	3	4	5	6	7	8	9	10	

Please give us your comments below:

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Thanks in advance for your feedback.

**To be filled out by Closing Agent at the time of closing:**

Date/Time of Closing:

*11/16/2015*

Buyer(s) Signature:

*[Handwritten signature]*