











# Customer Satisfaction Recap

Community: Woodlands Lot: 43B

Homeowner: Alan J. Burtick  
Josephine Cavanaugh

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?** Linda Lucas

|                        |   |   |   |   |   |   |   |   |   |                     |  |
|------------------------|---|---|---|---|---|---|---|---|---|---------------------|--|
| 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?** Doyle King

|                        |   |   |   |   |   |   |   |   |   |                     |  |
|------------------------|---|---|---|---|---|---|---|---|---|---------------------|--|
| 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: 1-26-18

Buyer(s) Signature: Alan J. Burtick / Josephine Cavanaugh

1-26-18