

Please circle the number most closely corresponding to your evaluation using the 1-10 scale as follows:

Initial Impression of Classic Design Homes at first meeting (professional, helpful, knowledgeable...):

1      2      3      4      5      6      7      8      9      ⑩  
Very poor      average      good      very good      exceptional

Any Additional Comments: We were extremely impressed with Jack Daniels and how he drove us out to look at a duplicate plan in Lockwood and even bought us lunch. Great Guy and great professionalism.

Pricing, Options and Selections (simplicity, clarity, overall options available...):

1      2      3      4      5      6      7      8      9      ⑩  
Very poor      average      good      very good      exceptional

Any Additional Comments: The only problem we ran into as far as pricing was the lighting allowance. We even downgraded on lighting and the allowance was still not enough. Possibly upping lighting allowance by 200 or so.

Plan Design and Style (ease of process, suggestions from builder, listening to your preferences...)

1      2      3      4      5      6      7      ⑧      9      10  
Very poor      average      good      very good      exceptional

Any Additional Comments: Their were a few things that could have been done to the floor plan that were left out. For example a linen closet by the guest bedroom bathroom for a place to put towels & supplies.

Schedule and Communication (accessibility, updates on progress, answering questions...)

1      2      3      4      5      6      7      8      9      ⑩  
Very poor      average      good      very good      exceptional

Any Additional Comments: We heard back right away whenever we had questions and updates went well. We appreciate the communication.

Final Completion and Follow Up (punchlist, walkthrough, warranty...)

1      2      3      4      5      6      ⑦      8      9      10  
Very poor      average      good      very good      exceptional

Any Additional Comments:

Their are some things on the punch list that were not completely fixed only covered up. Was a little bummer that they did not get replaced for the price that was spent on it.

**Overall, did your home turn out as well as you had hoped and expected?**

We are very happy with our home and it turned out great.

**What features of your new home do you enjoy/appreciate the most?**

Arch ways, a lot of windows, fire place, & kitchen.

**Are there things that you would make different choices on "if you had it to do over again?"**

Yes, to make a linen closet by the spare bedroom and expand dining room.

**Is there anything that Classic Design Homes could do to improve the process of building a new home?**

We thought the process of building went really well your building recommendations are great as far as the list you have for people to go to for lighting, cabinets, flooring, and appliances etc.

**If you had the decision to make over again, would you hire Classic Design Homes to build your home?**

Yes I would we are extremely happy with our home and look forward to spreading the word to future builders.

**Would you feel comfortable recommending Classic Design Homes to a friend?**

Most definitely!

Please circle the number most closely corresponding to your evaluation using the 1-10 scale as follows:

Initial Impression of Classic Design Homes at first meeting (professional, helpful, knowledgeable...):

1 2 3 4 5 6 7 8 9 10  
Very poor average good very good exceptional

Any Additional Comments: Christy Fenn was helpful for open house.  
She was the best Realtor we met as we looked at town homes  
in Billings

Pricing, Options and Selections (simplicity, clarity, overall options available...):

1 2 3 4 5 6 7 8 9 10  
Very poor average good very good exceptional

Any Additional Comments: We had a lot to learn & very limited  
time to make decisions so we were glad to have it  
very streamlined. Ursula at Pierce Flooring was very helpful,  
as were most of the vendors we worked with.

Plan Design and Style (ease of process, suggestions from builder, listening to your preferences...)

1 2 3 4 5 6 7 8 9 10  
Very poor average good very good exceptional

Any Additional Comments: Generally the process worked well  
and only a few details (shower not built in master)  
were not clear.

Schedule and Communication (accessibility, updates on progress, answering questions...)

1 2 3 4 5 6 7 8 9 10  
Very poor average good very good exceptional

Any Additional Comments: Everyone was excellent at answering  
questions we had across the country.

Final Completion and Follow Up (punchlist, walkthrough, warranty...)

1 2 3 4 5 6 7 8 9 10  
Very poor average good very good exceptional

Any Additional Comments: The home is beautiful and the few details not  
completed by closing has been well attended to.

**Overall, did your home turn out as well as you had hoped and expected?**

It is so much nicer and more convenient than we expected. The quality is beautiful and all the choices have worked well together.

**What features of your new home do you enjoy/appreciate the most?**

The floor plans that makes our floor living very convenient - the sliding door overlooking our porch, the gas fireplace, the laminate floor - the size of the windows, letting in lots of light, the kitchen arrangement w/ Hall cabinets. Are there things that you would make different choices on "if you had it to do over again?"

Might have tried to add some sq. footage to master closet - but don't think of much.

**Is there anything that Classic Design Homes could do to improve the process of building a new home?**

People were all friendly & helpful. - I'm not sure there's much that could have been improved, given our limited time to make the choices we needed to make.

**If you had the decision to make over again, would you hire Classic Design Homes to build your home?**

Yes.

**Would you feel comfortable recommending Classic Design Homes to a friend?**

Yes.

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Very poor      average      good      very good      exceptional

Any Additional Comments: You sold us from the 1st meeting

Pricing, Options and Selections (simplicity, clarity, overall options available...):

1      2      3      4      5      6      7      8      9      10  
Very poor      average      good      very good      exceptional

Any Additional Comments: We were amazed at what he could get for the \$

Plan Design and Style (ease of process, suggestions from builder, listening to your preferences...)

1      2      3      4      5      6      7      8      9      10  
Very poor      average      good      very good      exceptional

Any Additional Comments: Listened to our ideas and incorporated them

Schedule and Communication (accessibility, updates on progress, answering questions...)

1      2      3      4      5      6      7      8      9      10  
Very poor      average      good      very good      exceptional

Any Additional Comments: \_\_\_\_\_

Final Completion and Follow Up (punchlist, walkthrough, warranty...)

1      2      3      4      5      6      7      8      9      10  
Very poor      average      good      very good      exceptional

Any Additional Comments: he Rlt slightly annoying during this time

Overall, did your home turn out as well as you had hoped and expected?

YES! Beyond expectations

What features of your new home do you enjoy/appreciate the most?

Floor plan, yard with sprinklers!,  
Kitchen, home theatre room ;)

Are there things that you would make different choices on "if you had it to do over again?"

made the master bathroom  
larger

Is there anything that Classic Design Homes could do to improve the process of building a new home?

No! Professionals at  
every stage

If you had the decision to make over again, would you hire Classic Design Homes to build your home?

YES!!

Would you feel comfortable recommending Classic Design Homes to a friend?

Absolutely  
and we  
have

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Any Additional Comments: It was apparent that both you & Jack knew what you were doing. You make a good team by complementing one another's strengths/weaknesses.

Pricing, Options and Selections (simplicity, clarity, overall options available...):

1      2      3      4      5      6      7      8      9      10  
Very poor      average      good      very good      exceptional

Any Additional Comments: This process is very clear and easily understood.

Plan Design and Style (ease of process, suggestions from builder, listening to your preferences...)

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Very poor      average      good      very good      exceptional

Any Additional Comments: Jack knows construction and he has an excellent eye for aesthetic appeal.

Schedule and Communication (accessibility, updates on progress, answering questions...)

1      2      3      4      5      6      7      8      9      10  
Very poor      average      good      very good      exceptional

Any Additional Comments: Accessibility via email was very helpful. We finished ahead of schedule. Having completion updates on progress seemed to slow down. Jack was very good about answering questions. I should have asked more.

Final Completion and Follow Up (punchlist, walkthrough, warranty...)

1      2      3      4      5      6      7      8      9      10  
Very poor      average      good      very good      exceptional

Any Additional Comments:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Overall, did your home turn out as well as you had hoped and expected?

My home didn't turn out as well as I had hoped and expected. It actually exceeded my hopes & expectations.

What features of your new home do you enjoy/appreciate the most?

The openness as a result of numerous windows on all sides. (incredible views) <sup>Toughest question of all.</sup>  
The hardwood floors.

Are there things that you would make different choices on "if you had it to do over again?"

There are 2 things I would do differently:

1. Finish the basement laundry room / bathroom
2. Have the "gray" water captured.

Is there anything that Classic Design Homes could do to improve the process of building a new home?

In my opinion Classic Design has an exceptionally efficient process.

If you had the decision to make over again, would you hire Classic Design Homes to build your home?

Absolutely !!

Would you feel comfortable recommending Classic Design Homes to a friend?

Yes I would and have recommended Classic Design to anyone & everyone I speak with about my home.

AKAPID. 411 Lacey

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Initial impression of Classic Design Homes at first meeting (professional, helpful, knowledgeable...):

1 2 3 4 5 6 7 8 9 **10**  
Very poor average good very good exceptional  
Any Additional Comments: Max was who we met with first.  
He was very helpful, professional and understanding.

Pricing, Options and Selections (simplicity, clarity, overall options available...):

1 2 3 4 5 6 7 **8** 9 10  
Very poor average good very good exceptional  
Any Additional Comments: This was our first time building a  
home and we found the selection process relatively  
simple. (1)

Plan Design and Style (ease of process, suggestions from builder, listening to your preferences...)

1 2 3 4 5 6 7 **8** 9 10  
Very poor average good very good exceptional  
Any Additional Comments: Jack always listened to our concerns  
and answered any and all questions we had.

Schedule and Communication (accessibility, updates on progress, answering questions...)

1 2 3 4 5 6 7 8 **9** 10  
Very poor average good very good exceptional  
Any Additional Comments: Jack was great and Levi kept  
us updated regularly. Very easy to get in  
touch w/ both Jack and Levi.

Final Completion and Follow Up (punchlist, walkthrough, warranty...)

1 2 3 4 5 6 7 8 **9** 10  
Very poor average good very good exceptional  
Any Additional Comments: Levi did an excellent job with the punchlist  
walkthrough and explanation of the warranty.

AKATZD . 411 Lacey

Overall, did your home turn out as well as you had hoped and expected?

Our house exceeded any expectations we had. Classic Design Homes did not build us a "house", they built our "home!" ☺

What features of your new home do you enjoy/appreciate the most?

We love the open floor-plan, the location and the awesome cabinets from Coy. We also love the vaulted ceilings, the flooring, ... & could go on and on.

Are there things that you would make different choices on "if you had it to do over again?"

I can honestly say we are 100% happy with our choices.

Is there anything that Classic Design Homes could do to improve the process of building a new home?

I can't think of any areas that need improving. Keep up the awesome job. ☺

If you had the decision to make over again, would you hire Classic Design Homes to build your home?

In a second!!!  
We wouldn't even think about having anyone else!

Would you feel comfortable recommending Classic Design Homes to a friend?

Absolutely. We already have. ☺

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Pricing, Options and Selections (simplicity, clarity, overall options available...):

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\_\_\_\_\_

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Very poor      average      good      very good      exceptional

Any Additional Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Overall, did your home turn out as well as you had hoped and expected?

*above and beyond my  
greatest expectations!*

What features of your new home do you enjoy/appreciate the most?

*Really all of them - it  
has been so well done.*

Are there things that you would make different choices on "if you had it to do over again?"

*No*

Is there anything that Classic Design Homes could do to improve the process of building a new home?

*No*

If you had the decision to make over again, would you hire Classic Design Homes to build your home?

*4+ yes*

Would you feel comfortable recommending Classic Design Homes to a friend?

*overwhelmingly yes!*

*all of you have been  
so efficient and gracious!  
Thank*