



# 1 Year Customer Satisfaction Survey

*After 1 Year we trust that your family is enjoying your new home. In order for us to continually improve our services and products, please take a few moments to complete our Customer Satisfaction Survey.*

*Please be sure to add your comments and mail to our head office with the self-addressed postage paid envelope. All surveys will be entered into our Customer Appreciation Draw.*

Name:	Lot #:
Address:	Model:
Postal Code:	Sub-Division:
Phone:	
Email:	Closing Date:

**Rating Scale: 1-Poor 2-Weak 3-Average 4-Good 5-Excellent**  
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1. Customer Service Staff	Attitude	_____
	Professionalism	_____
	Knowledge	_____
	Response	_____

2. Did we respond appropriately to your enquiries?      YES      NO  
(If no, please explain)

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\_\_\_\_\_

\_\_\_\_\_

3. Were the items listed on your Pre-Delivery Inspection addressed appropriately & within allowed timeframes?  
(If no, please explain)      YES      NO

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4. Were the items listed on your 30 Day Form addressed appropriately & within allowed time frames?  
(If no, please explain)      YES      NO

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5. Do you find the homeowner manual to be useful? YES NO  
 (If no, please explain)

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6. Overall Impression

Curb Appeal	_____
Features	_____
Layout	_____
Design	_____
Upgrades	_____
Colours	_____
Materials	_____

7. Quality of Workmanship

Construction	_____
Service	_____

8. Quality of Materials

Upgrades	_____
Standard	_____

9. Would you buy from Mason Homes again? YES NO  
 (If no, please explain)

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10. Would you recommend us to a friend?  
 (If yes, please tell us who to contact)

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11. Any final recommendations/suggestions/modifications for your model?

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12. What were the highlights of the past year in your new home?

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13. What were the disappointments of the past year in your new home?

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*Thanks for you time and feedback, we appreciate your comments!*

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