



# New Homeowner Survey

Please take a few moments to complete our survey so we can continue to improve our services and products. Be sure to add your comments & send in with your 30-day list. All completed 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. Sales Process

Approachability	_____
Knowledge	_____
Attitude	_____

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

With whom did you deal with? \_\_\_\_\_

2. Decor Centre Process

Attitude	_____
Professionalism	_____
Availability	_____
Knowledge	_____
Selection	_____
Cost	_____

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

3. Construction

Quality	_____
Professionalism	_____

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Did you complete a framing inspection? YES NO

Did you find this helpful? YES NO

4. Pre-Delivery Inspection

Professionalism	_____
Thoroughness	_____
Knowledge	_____
House Conditions	_____
Cleanliness	_____
Delivery	_____

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

With whom did you deal with? \_\_\_\_\_

5. After-Sales Service

Homeowner Manual	_____
Service Follow-Up	_____
Professionalism	_____
Workmanship	_____
Promptness	_____

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

With whom did you deal with? \_\_\_\_\_

6. Overall Impression of Your Home

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

7. Overall Workmanship of Your Home

Materials	_____
Standard	_____
Features	_____
Upgrades	_____

8. Why did you choose Mason Homes over the competition?

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

9. Would you purchase from Mason Homes again?  
(If no, please state why)

YES	NO
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\_\_\_\_\_  
 \_\_\_\_\_

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

YES	NO
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\_\_\_\_\_  
 \_\_\_\_\_

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

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

12. What were the highlights of the new home buying process?

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

13. What were the disappointments of the new home buying process?

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



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

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