



At Valecraft, we want to provide the best possible home buying experience every time. Your satisfaction is our mission and we would be grateful if you would take a couple of minutes to tell us about your experience. To show our appreciation, with every survey completed \$50 will be donated to CHEO. Your name and address will only be used to provide you with an official Tax Receipt from the CHEO Foundation. Please join us in building a stronger community!



How did you hear about Valecraft Homes? Please check all that apply.

- Signs Friends/Family TV Ads Radio Ads Magazine Ads
 Website Newspaper Direct Mail Piece Google Other

SALES

How would you rate the following:

Did Not Meet Expectations / Met Expectations / Exceeded Expectations

	1	2	3	4	5
Greeting					
Overall sales process					
Sales Representative's knowledge					
Sales Representative's ability to answer your questions					
Overall professionalism					

- a) Would you purchase another home from Valecraft? YES NO
 If not, please explain:

b) What improvements would you recommend?

DESIGN & ARCHITECTURE

a) Which model did you purchase?

b) What would you say are the strongest design aspects of your new home?

c) If you could change something on the floor plan, what would it be?



CONSTRUCTION - ORIENTATION (Pre-delivery Inspection)

How would you rate the following:

	Did Not Meet Expectations	Met Expectations	Exceeded Expectations		
Overall preparedness of your home	1	2	3	4	5
Overall cleanliness of your home	1	2	3	4	5
The professionalism of the Valecraft Representative	1	2	3	4	5
The ability of the Valecraft representative to answer your questions	1	2	3	4	5

a) Do you have any additional comments?

FINISHED PRODUCT

How would you rate the quality of finishes:

	Did Not Meet Expectations	Met Expectations	Exceeded Expectations		
Paint	1	2	3	4	5
Trim	1	2	3	4	5
Drywall	1	2	3	4	5
Flooring	1	2	3	4	5
Cabinetry	1	2	3	4	5
Exterior of the home	1	2	3	4	5
Overall workmanship of your home	1	2	3	4	5

CUSTOMER SERVICE

How would you rate the following:

	Did Not Meet Expectations	Met Expectations	Exceeded Expectations		
Overall timelines & efficiency in completing service items to your home	1	2	3	4	5
Our Service Technician, in the ability to carry out the service items in your home in a prompt, efficient, courteous and professional manner	1	2	3	4	5
Overall satisfaction of the Customer Service Department	1	2	3	4	5

a) Since occupancy, have your concerns and/or inquiries been addressed to your satisfaction?

YES NO

If not, please explain:

b) Has our Customer Service Department met your expectations to date?

YES NO

If not, please explain:



WEBSITE - Valecraft.com

How would you rate the following:

	Did Not Meet Expectations	Met Expectations	Exceeded Expectations		
Overall design	1	2	3	4	5
Ease of Navigation	1	2	3	4	5
Product Information	1	2	3	4	5
Mobile site	1	2	3	4	5

Any additional comments to help make our website better?

GENERAL

How would you rate the following:

	Did Not Meet Expectations	Met Expectations	Exceeded Expectations		
Overall Satisfaction with your new Valecraft home	1	2	3	4	5

a) Would you recommend Valecraft Homes to a friend or family member who was looking to purchase a new home?

Yes No

If not, please explain:

We value your comments. Is there anything else you would like to add?

CUSTOMER INFORMATION

Name(s):

Street Address:

Email Address:

Phone Number:

FOLLOW UP

YES, I would welcome a follow up by:

E-mail

Phone

No Preference

NO, I do not wish to be contacted for any follow up information.

YES, add me to your newsletter list. I would like to receive news, promotions and updates from Valecraft Homes. I will have the option to unsubscribe at any time.

* Please note: Your privacy is a priority to us. Any information collected will be used anonymously, unless a follow up has been requested or welcomed.