

# CUSTOMER FEEDBACK REPORT *for* Harris Doyle Homes

REVIEW

Rick G.  
Auburn, AL  
Sep 01, 2020  
★★★★★

This review can not cover the concerns we had and have and we got a master home inspector and still have issues. They are not the same as advertised, so do your homework. These reviews are not what we discovered.

REVIEW

Jong O.  
Auburn, AL  
Aug 16, 2017  
★★★★★

Beautiful interior and exterior house for a single family.

REVIEW

Nolan J.  
Vestavia Hills, AL  
Aug 11, 2017  
★★★★★

The whole process thus far has exceeded our expectations! The design process was so much fun, and now it is awesome watching the construction process develop.

REVIEW

Carmen R.  
Vestavia Hills, AL  
Jul 26, 2017  
★★★★★

Harris Doyle Homes made it an easy experience.

REVIEW

Ted C.  
Pike Road, AL  
Jul 24, 2017  
★★★★★

I have found Harris Doyle to be an organization that is very professional in their building of homes and quality of staff. It has been a pleasure to own a Harris Doyle home.

REVIEW

Michael B.  
Auburn, AL  
Jul 17, 2017  
★★★★★

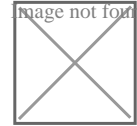
How would you like if 2 weeks after signing a contract on building a home the company says: we need to resign a contract because the lot you picked up is no longer yours, therefore you need to pick up an another lot for a higher amount. No, we are not willing to work with such a dishonest and unprofessional company.

3108 Blue Lake Dr, Suite 200  
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(205) 982-2896  
www.harrisdoyle.com

**GUILDMEMBER SINCE 2010**

As a GuildQuality Guildmember, Harris Doyle Homes relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Harris Doyle Homes in Trussville, AL; Birmingham, AL; Gardendale, AL; Auburn, AL; Moody, AL; Pelham, AL; Pike Road, AL; Vestavia Hills, AL; Vestavia, AL; Hoover, AL; and 7 other cities in Alabama.



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REVIEW

Hao R.  
Vestavia Hills, AL  
Jun 12, 2017



The building process is good. The people I am working with are great. The company policies and the process could be improved. The efficiency of building the home could be better. It seems that some of the homes have no work going on during the process. Overall, I am satisfied with the company.

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REVIEW

Wanda K.  
Gardendale, AL  
Jun 02, 2017



I am very pleased with Harris Doyle and I would use them again without question. I highly recommend them!

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REVIEW

Bud A.  
Gardendale, AL  
Jun 02, 2017



It is a pleasure dealing with them. We are enjoying dealing with them. They did a great job keeping us updated as we go along in the process. We highly recommend anyone to move into our neighborhood.

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REVIEW

Kyle C.  
Gardendale, AL  
May 30, 2017



So far, from the beginning process, working with the agent in the community all the way to working with our personal guide through the selection process, was outstanding and fantastic. We were treated very nicely. All around, the experience has been great! Now that we have started the building process, it's too early to see how that is going to go, but if it goes the way it has so far, then it should be amazing!

REVIEW

David J.  
Pelham, AL  
May 20, 2017



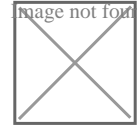
We have been in our house in Keeneland for 10 months and LOVE it. Not a day goes by when one of us don't tell the other, "Our house is so wonderful!"

REVIEW

Joe H.  
Vestavia Hills, AL  
May 17, 2017



Excellent customer service, great builder, would strongly recommend!



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REVIEW

Walter L.  
Pelham, AL  
Apr 10, 2017  
★★★★★

I was looking for a house to meet the needs of my family, and I was coming to the conclusion that we were not going to find the perfect plan. After touring a couple of builds with Perry, I found IT. THE ONE. The whole experience from design to close was fantastic. My family loves the location, the neighborhood, and especially the house. Thank you for building THE ONE!

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REVIEW

John C.  
Trussville, AL  
Mar 26, 2017  
★★★★★

We are early in the building process but the design stage was fantastic. Designer, Danielle, was very helpful and we feel confident we will enjoy the home she helped us plan.

REVIEW

Jennifer R.  
Auburn, AL  
Mar 22, 2017  
★★★★★

Harris Doyle made building a home easier than I ever thought! I would definitely do this again.

REVIEW

Darrell M.  
Pelham, AL  
Mar 20, 2017  
★★★★★

Harris Doyle Homes are fine people to work with. They are organized and communicate the process well. The employees go about their work enthusiastically. They ask. They listen.

REVIEW

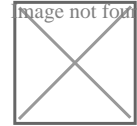
M.M.A.  
Vestavia Hills, AL  
Mar 17, 2017  
★★★★★

Harris Doyle has made the process as simple as possible for first-time builders. We have had a blast designing our home with Alice and can't wait to see the finished product!

REVIEW

D.H.B.  
Auburn, AL  
Mar 13, 2017  
★★★★★

We have only been through the design phase and it has been a very pleasant experience so far!



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REVIEW

James C.  
Pelham, AL  
Mar 04, 2017



We had a overall decent experience. Would recommend this builder as they are continuously willing to improve the homes they build!

REVIEW

Carol C.  
Trussville, AL  
Mar 02, 2017



The overall experience working with Harris Doyle was positive and seamless. There were scheduling challenges to coordinate my schedule and theirs but overall I am pleased.

REVIEW

Troy H.  
Vestavia, AL  
Feb 13, 2017



Honestly the experience was terrific from the beginning with Diane to the design sessions with Danielle to the building phase. Chad was a great Project Manager and the entire team was impressive in terms of how they stayed in touch. I only had a few issues and they did a great job of resolving them.

REVIEW

Janice N.  
Pelham, AL  
Jan 23, 2017



We have been very happy. Their homes are great and the people are very friendly.

REVIEW

Suzanne T.  
Pelham, AL  
Jan 12, 2017



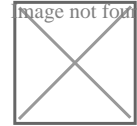
I am thrilled with my new home. We are still waiting to have some things fixed. One new thing that just happened was a leak in the roof which has caused a crack in the ceiling but we have asked to have several things painted that have not been finished and a sink hole in the front yard that needs to be filled in. Hopefully that will all happen soon. Loved working with Jeff and Erin they were very helpful and kind.

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REVIEW

Sam S.  
Pelham, AL  
Jan 03, 2017  
★★★★★

I love my home in Keeneland Green, Pelham, built by Harris Doyle. It is spacious, bright and unique (although the morning traffic on Hwy 261 is too much to handle). We felt we are special customers after we received coffee mugs and picture frame as welcome gifts.

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REVIEW

Carmen R.  
Vestavia Hills, AL  
Dec 21, 2016  
★★★★★

I would recommend them to anybody. They make the process very simple and easy and are organized.

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REVIEW

Dain S.  
Gardendale, AL  
Dec 15, 2016  
★★★★★

My wife and I love our home. I am not quite sure about the Warranty because we have not had to use it yet. I have heard from Neighbors that it can be tenuous at times. However, our punch list completed fairly quickly. Everyone has been professional and courteous. They know what they are doing.

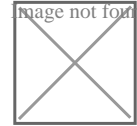
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REVIEW

Debbie E.  
Auburn, AL  
Dec 12, 2016  
★★★★★

I have some issues with the house that I'm in, I don't like how they don't follow the covenants. They don't make people keep their yards nice and tidy. They have some homes that look bad in this particular neighborhood. I can't get in touch with anyone in regards to the covenants. I live next to someone who's house is frankly embarrassing from the outside. I would recommend the builders themselves, but not this neighborhood. Their landscaping was also very poor.

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REVIEW

E.G.D.  
Alabaster, AL  
Nov 30, 2016  
★★★★★

This experience was very bad for me and my family unfortunately. We were given 2 different close dates and our home was not finish before either of them. It ended up costing us an additional \$3500 that we had not plan to spend with staying in a hotel and storage fees as well as paying for professional movers. We were not compensated in any way for this. This was an experience from hell.

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Christy H.  
Gardendale, AL  
Nov 21, 2016  
★★★★★

I have been extremely satisfied with the entire process of purchasing my home, and them following up in a timely manner.

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