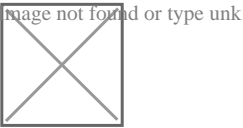
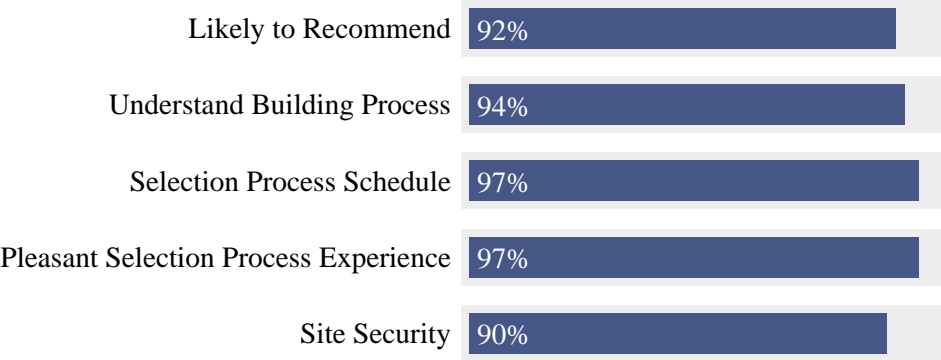


Main Street Homes



Customer Feedback Summary

Of 1,304 surveys sent, 994 were responded to



15871 City View Drive,
 Suite 100
 Midlothian , VA 23113
 (804) 794-3138
 www.GoMSH.com

GUILDMEMBER SINCE 2013

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

We have surveyed customers on behalf of Main Street Homes in Midlothian, VA; Moseley, VA; Chesterfield, VA; Mechanicsville, VA; Powhatan, VA; New Kent, VA; Richmond, VA; Quinton, VA; Chester, VA; Glen Allen, VA; and 34 other cities in Virginia, West Virginia, Maryland, Pennsylvania, South Carolina, and 2 other states.

Recent Reviews & Published Comments

- COMMENT
 Additional Comment
 Jun 30, 2017

We chose Main Street Homes because of the quality of work we had seen.
- COMMENT
 Additional Comment
 Jun 29, 2017

Thanks to everyone for helping make our dream of building a house come true!
- COMMENT
 Additional Comment
 Jun 29, 2017

We wouldn't change a thing!
- COMMENT
 Additional Comment
 Jun 29, 2017

Our interaction with our team. They have all been so helpful and a pleasure to work with!
- COMMENT
 Additional Comment
 Jun 27, 2017

We have really been impressed with how up front everybody has been with the process. From the timeline to prices, we've always felt like we've known what's going on. Our consultants have very helpful in determining what options are best for us and making decisions that helped us stay in our budget.
- COMMENT
 Additional Comment
 Jun 12, 2017

Great recommendation from a family friend and realtor, Jackie Smith.



FEEDBACK REPORT *for* Main Street Homes

COMMENT
Additional Comment
Jun 10, 2017
I have enjoyed working with Main Street Homes thus far and their whole staff.

COMMENT
Additional Comment
Jun 10, 2017
I have enjoyed the knowledgeable staff that I have been working with. They have helped me through the building process.

COMMENT
Additional Comment
Jun 08, 2017
Overall, we are very pleased with our new home. Starting with Lisa answering all our questions and changes we wanted to make to the plan, then Kelly who was extremely patient and insightful at the design center to Tom who had to implement our choices and deal with our texts and photos throughout the building process. Vernon McClure should be proud of his staff!

COMMENT
Additional Comment
Jun 08, 2017
I would not only recommend them, but build with them again!

COMMENT
Additional Comment
Jun 05, 2017
Overall, we are satisfied. They took the stress out of home building.

COMMENT
Additional Comment
Jun 05, 2017
The quality we saw in the models, the floor plan, and the options available were the driving forces behind our choice.

COMMENT
Additional Comment
Jun 05, 2017
I was most satisfied that the process was easier than we expected. I think the best part is you pick out everything before they even start building so there is no holdups down the road.

COMMENT
Additional Comment
Jun 01, 2017
I was satisfied that they are very knowledgeable and they make it smooth and easy for new buyer.

COMMENT
Additional Comment
May 22, 2017
I have most enjoyed the people. They have been accommodating and very up front with us. It has been a great experience for our first time building a home.

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FEEDBACK REPORT *for* Main Street Homes

COMMENT
Additional Comment
May 21, 2017

MSH homes delivered exactly what we wanted.
Everyone was terrific!

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COMMENT
Additional Comment
May 20, 2017

I have enjoyed all the people I have worked with at
Main Street Homes. They are all very knowledgeable
and always willing to help.

GUILDMEMBER SINCE 2013

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

COMMENT
Additional Comment
May 19, 2017

Keep up the great work!

We have surveyed customers on
behalf of Main Street Homes in
Midlothian, VA; Moseley, VA;
Chesterfield, VA; Mechanicsville, VA;
Powhatan, VA; New Kent, VA;
Richmond, VA; Quinton, VA;
Chester, VA; Glen Allen, VA; and 34
other cities in Virginia, West Virginia,
Maryland, Pennsylvania, South
Carolina, and 2 other states.

COMMENT
Additional Comment
May 19, 2017

We've recommended Main Street to several friend and
family member. We're hoping they build in the near
future.

COMMENT
Additional Comment
May 19, 2017

The patience everyone has had with us. We've been
wanting to build a home for 8 years and at no time did
anyone ignore us, shoo us away or make us feel like
we're wasting their time. This has been the best
experience we've had with a major life purchase.
Main St. helped us build our forever home that will be
passed down to our children.

COMMENT
Additional Comment
May 12, 2017

The professional service by all staff and the quality
construction of the home.

COMMENT
Additional Comment
May 03, 2017

All of the people we have worked with have been
great.

COMMENT
Additional Comment
May 03, 2017

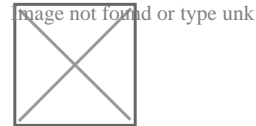
People are wonderful and knowledgeable and
construction is on time!! Yeah!!

COMMENT
Additional Comment
Mar 30, 2017

We bought essentially a spec house and we loved the
options!

COMMENT
Additional Comment
Mar 27, 2017

Gorgeous, well made home!



FEEDBACK REPORT *for*
Main Street Homes

COMMENT
Additional Comment
Mar 02, 2017

I have enjoyed the whole building process and being able to select everything in one location.

COMMENT
Additional Comment
Feb 09, 2017

The professionalism of Lisa, Kelly and Tom. We have been treated as though we were their #1 customer.

COMMENT
Additional Comment
Feb 09, 2017

Lisa was always very professional and a pleasure to work with. She answered all our questions and always got answers and back to us in a timely manner.

COMMENT
Additional Comment
Feb 09, 2017

Staff is amazing. I expect glitches to happen but how they are handled when they do is what sets companies apart. Main Street has great employees!

COMMENT
Additional Comment
Jan 06, 2017

This whole experience has been incredibly easy! Homebuying/building is often very stressful and this hasn't felt that way at all! I feel like they genuinely care about my family and our particular needs and have strived to make sure they are met.

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