

CUSTOMER FEEDBACK REPORT *for*
CBH Homes

REVIEW

Lawrence H.
Boise, ID
Aug 22, 2016
★★★★★

We lived in another state while our home in the Devonshire Community was being built. Our main contact person at the home office was Sara and she was always so patient and responsive to all of our questions and concerns. We have been in our new home for almost two months now and love every part of it. We highly recommend CBH Homes to anyone wanting a quality home for a reasonable price.

1977 E Overland
Meridian , ID 83642
(208) 288-5560
www.cbhhomes.com

GUILDMEMBER SINCE 2015

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

We have surveyed customers on behalf of CBH Homes in Meridian, ID; Nampa, ID; Boise, ID; Caldwell, ID; Kuna, ID; Star, ID; Middleton, ID; Mountain Home, ID; Eagle, ID; Twin Falls, ID; and 6 other cities in Idaho.

REVIEW

Eriq R.
Twin Falls, ID
Aug 19, 2016
★★★★★

They need to work on texture all was beautiful but tap and texture not so good.

REVIEW

William D.
Nampa, ID
Aug 08, 2016
★★★★★

CBH Homes is friendly, honest, and open about everything. There are no surprises and they let the exact time frame on how long things will take.

REVIEW

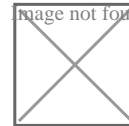
Chad P.
Kuna, ID
Aug 08, 2016
★★★★★

I have had an issue since I have moved in. It is an easy fix but has yet to be taken care of 39 days later. No one has an answer, everyone takes a message, and you just get the run around. If you want effective communication look elsewhere.

REVIEW

Tyler W.
Boise, ID
Jul 18, 2016
★★★★★

CBH will build you a very good home at an excellent value, on time and with good workmanship. The team is competent, professional and friendly. Their strength lies in their efficiency so you should be aware that requests that deviate any substantial distance from the normal course of business may not be allowed.



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REVIEW

James N.
Meridian, ID
Jul 18, 2016



While our unresolved issues are not critical, we are disappointed they have not been addressed after seven weeks.

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REVIEW

Ari K.
Mountain Home, ID
Jul 13, 2016



We bought this house right after it was built as another couple walked away. We knew it was cheap construction. But we didn't know how difficult the company would be to work with on needed repairs and items.

REVIEW

Barbara S.
Caldwell, ID
Jul 05, 2016



CBH could have a great product if they wouldn't charge three times the amount of an upgrade. I.E. the kitchen faucet that I wanted (which I could purchase at Home Depot or Lowe's) they wanted to charge an additional outrageous price. It doesn't cost any more to install for the plumbers, except the additional price of the upgrade. So far trying to get the contractors back (warranties) is not being done in a timely manner.

REVIEW

Robert H.
Twin Falls, ID
Jul 04, 2016



Good materials used for construction. Great price per square foot. Horrible communication. Made the process of building a home very unpleasant and difficult and much more stressful than it needed to be.

REVIEW

James N.
Nampa, ID
Jul 01, 2016



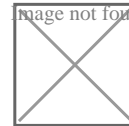
The finished product is very appealing. My son owns a Corey Barton Home and so do I. We are both very satisfied.

REVIEW

Jason B.
Fruitland, ID
Jul 01, 2016



We love the quality of our home but we disliked working with the office management.



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REVIEW

Robert T.
Nampa, ID
Jun 22, 2016



Once in a lifetime experience!!! The staff was awesome, especially Amanda Tracy!!! If you get the chance to work with her you won't regret it!!!

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REVIEW

Teresa G.
Nampa, ID
Jun 21, 2016



I am really satisfied with CBH Homes' work and how professional they are. They were really good with us.

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REVIEW

Bobette G.
Nampa, ID
Jun 17, 2016



I feel things that need fixing under the one year warranty are given a low priority by the trades. Things that were promised to be fixed on my walk-through prior to closing are still not fixed.

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REVIEW

Joyce M.
Nampa, ID
Jun 16, 2016



Overall, CBH did a good job. They were nice and professional.

REVIEW

Todd C.
Meridian, ID
Jun 15, 2016



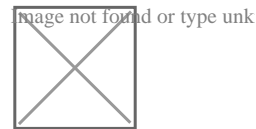
CBH is on it! I couldn't be more happy with my purchase. They are great communicators, friendly, and easy to get a hold of. I plan on buying my next home from them when I'm ready.

REVIEW

Edward W.
Middleton, ID
Jun 14, 2016



My home is beautiful and for the most part I am satisfied. My experience with CBH was awful though and I would recommend buying an existing home that they have built, but not directly from CBH. I have no confidence in their ability to deliver their product without a whole lot of hassle on the part of the buyer.



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REVIEW

Pat B.
Kuna, ID
Jun 13, 2016
★★★★★

The sales staff were perfect, but I would never let their painter touch another brush. Purely incompetent and unprofessional. Painted over wasp nests, not sanding vents, paint is still peeling off my garage door. There's so many shortcuts that were taken to get the profit margins. I am disappointed at the lack of details.

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REVIEW

Ramatoulie D.
Kuna, ID
Jun 13, 2016
★★★★★

Very responsive staff at the Kuna Sales Center!!!
Great customer service.

REVIEW

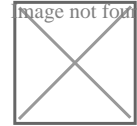
Charles C.
Boise, ID
Jun 11, 2016
★★★★★

I lived in an 80-85 degree house for almost a week even though they knew my wife was 5 months pregnant. They have now put a bandaid on the issue now and can't fix it until 5 days from now. The a/c work is obviously sped through. I have grass that won't turn green, my plumbing has backed up twice now with stuff that isn't from this house, and everything I call CBH about, they pass on to their contractors and leave me option of having it fixed myself and being compensated. I was warned about buying a home from CBH but really hoped to prove all of them wrong. We love the house and it's perfect for our family, but tough to enjoy when all these things are going wrong.

REVIEW

Janice L.
Boise, ID
Jun 10, 2016
★★★★★

This is my second CBH home and I have been very satisfied! I love my new home!



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REVIEW

Kevin G.
Boise, ID
Jun 09, 2016



Once all agreed upon repairs are made and the landscaping is finished, I will revise my review to a 5-star. Thank you.

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William R.
Twin Falls, ID
Jun 08, 2016



Bought the "model" home. Many issues and was told "not covered under warranty. Kitchen sink ruined by some chemical used prior to our purchase, soaker tub has same issue. Fireplace was done subpar, CBH refused to fix "cosmetic" problem. Materials are cheap. Would not negotiate home price at all. We had to purchase home as had no time to continue to look. Would not buy another CBH home.

REVIEW

Alan A.
Kuna, ID
Jun 08, 2016



I think CBH builds a very good home for the price. They are always very professional and answer your questions.

REVIEW

Kelly M.
Boise, ID
Jun 06, 2016



I really love the new neighborhood! I am satisfied with everything except for a few items in the home.

REVIEW

Carson M.
Star, ID
Jun 06, 2016



CBH Homes was great to work with. They build quality homes at an affordable price.

CBH Homes

REVIEW

Michael B.
Caldwell, ID
Jun 04, 2016
★★★★★

I find it quite alarming that once the walk through is done supposedly that we don't get to walk through again. The garage was not painted properly because it was up during the inspection which delayed our closing and Cost us another appraisal fee of 350.00. Rene did not tell us that all issues needed to go through warranty I left several messages with a new employee who knew nothing, the run around is not fun! We don't even have proper electricity to turn on our front poach lights! No one calls is back ! I will be contacting the BBB and let them know how many short cuts you made to get a sale and then refer your coustomers to a web site that still has not got back to me on the 6 issues I have pending with CBH homes.

REVIEW

Charles M.
Caldwell, ID
Jun 01, 2016
★★★★★

I love my home, but cannot get ahold of anyone if I have a problem



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