

CUSTOMER FEEDBACK REPORT *for*

# Epcon Communities Raleigh

REVIEW

Margaret L.  
Wake Forest, NC  
Mar 02, 2020



I can't say enough about John. If I call him, he is on top of things. He will come in and fix what he can. He never stops. He is on top of the community and works hard to make sure it is clean.

500 Stonehenge Parkway  
Raleigh , NC 43017  
(614) 761-1010  
[www.epconcommunities.com](http://www.epconcommunities.com)

REVIEW

William B.  
Wake Forest, NC  
Feb 27, 2020



John and Jim were very on top of things. If we had any issues or concerns they took care of it that day and always called us back within an hour. They were fantastic to work with. They were professional, kind, courteous, and treated us as individuals. We know how busy they are yet they took the time to listen to us and were always helpful and concerned about meeting our needs and requests. Paul was just as kind and helpful. We were very pleased with the whole process.

**GUILDMEMBER SINCE 2014**

As a GuildQuality Guildmember, Epcon Communities Raleigh relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Epcon Communities Raleigh in Cary, NC; Chapel Hill, NC; Wake Forest, NC; Durham, NC; Raleigh, NC; Null, NC; Fleetwood, NC; Williams, NC; Taylorsville, NC; Charlotte, NC; and 9 other cities in North Carolina.

REVIEW

Amanda H.  
Durham, NC  
Feb 12, 2020



Everyone was professional and on time. It was an enjoyable experience.

REVIEW

Pamela M.  
Wake Forest, NC  
Feb 02, 2020



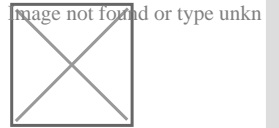
We found Epcon trustworthy, kept their words and brought transaction exceptionally satisfactory. Highly recommended.

REVIEW

G.T.C.  
Wake Forest, NC  
Jan 30, 2020



We highly recommend EPCON builders for a high quality production home with so many upgrades available that it makes the home feel like a custom built one. There is no more professional and caring sales person than Gena Jones and no better project manager, by far, than John Picone.



# Epcon Communities Raleigh

REVIEW

Jeffrey D.  
Durham, NC  
Jun 05, 2019  
★★★★★

Epcon did a great job in all stages of building our home, even after the closing. I would highly recommend Epcon for anyone looking for a 55+ community that is above and beyond the ordinary. The home designs are interesting and the materials used above standard. We are very pleased with the house, the process and the support.

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REVIEW

Mindy O.  
Raleigh, NC  
Apr 24, 2019  
★★★★★

Epcon builds a beautiful home!

REVIEW

Clementine T.  
Durham, NC  
Mar 19, 2019  
★★★★★

I found the Epcon Communities Raleigh to be very much to my liking, yes I would indeed recommend this community to friends, associates, and family. I love my new home.

REVIEW

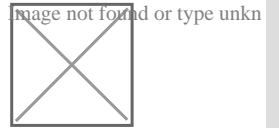
Patrick K.  
Cary, NC  
Feb 05, 2019  
★★★★★

A thorough yet easy process of buying a new home with Epcon Communities. Gena's energy, experience and expertise made us comfortable from the start.

REVIEW

Susan H.  
Charlotte, NC  
Dec 16, 2018  
★★★★★

Epcon Communities builds a very solid well constructed house. In comparison with other new communities in the area I feel I have received a well built home that is both attractive and comfortable with the amenities needed to age in place. Having seen other Epcon Communities in the area I fully expect the community will be well maintained and protect my investment.



# Epcon Communities Raleigh

REVIEW

Robert S.  
Cary, NC  
Nov 19, 2018  
★★★★★

Except for some items that need correcting, house is beautiful. However, errors in construction were made along the way and finishing work left much to be desired. Dave Leonard was attentive and co-operative in areas where he could help. House was not delivered as clean and sparkling as advertised,

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REVIEW

Janie C.  
Wake Forest, NC  
Nov 12, 2018  
★★★★★

I love the community.

REVIEW

K.S.L.  
Durham, NC  
Oct 19, 2018  
★★★★★

The Epcon team is courteous, prompt, and diligent in all aspects of my interaction with them. Their choice of designs are excellent for targeted customers and I love my promenade style ranch home. The community center, swimming pool, and exercise facilities are excellent. I am particularly delighted by the low maintenance nature of these communities and I highly recommend Epcon.

REVIEW

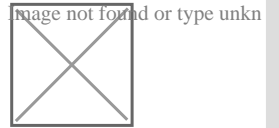
Diana P.  
Wake Forest, NC  
Oct 12, 2018  
★★★★★

It is everything that I expected. I am very satisfied and happy.

REVIEW

Sandra W.  
Chapel Hill, NC  
Sep 19, 2018  
★★★★★

The Epcon professionals were excellent to work with. They made this whole experience go as smooth as possible. Everyone was professional, polite and great to work with throughout the whole design, building and buying process. I love my house.



CUSTOMER FEEDBACK REPORT *for*  
**Epcon Communities Raleigh**

REVIEW

R.A.M.  
Durham, NC  
Sep 04, 2018  
★★★★★

Right now we just moved in and we are exceptionally pleased. What hasn't been taken care of, they said they will take care of it. They are very professional and go out of their way for you.

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REVIEW

Kathleen M.  
Chapel Hill, NC  
Sep 04, 2018  
★★★★★

The people here are terrific, my neighbors are wonderful and I had trusting confidence.

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REVIEW

Philip F.  
Cary, NC  
Aug 15, 2018  
★★★★★

Buyer beware \*

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REVIEW

P.L.J.  
Wake Forest, NC  
Jul 29, 2018  
★★★★★

Great build. Friendly, professional staff. Welcoming community. We love living here.

REVIEW

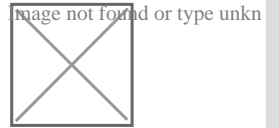
Stephen V.  
Cary, NC  
Jul 24, 2018  
★★★★★

My home still has some issues and I am waiting to see if they are resolved, that would make me happy.

REVIEW

Martin M.  
Chapel Hill, NC  
Jul 16, 2018  
★★★★★

David Leonard was the best. He was super responsive and professional, knowledgeable, courteous and was a pleasure to deal with. Michelle Schreiber was great. She is an asset to your organization and did a wonderful job of explaining details and follow up to our questions and concerns. Both David and Michelle were GREAT.



# Epcon Communities Raleigh

REVIEW

Jerrine S.  
Chapel Hill, NC  
Jun 15, 2018



I am very happy with the look and functionality of my home. The size is perfect for my needs, and I love the layout, especially the master sitting room and the large master bath and closet. I wasn't sure that I'd like an open plan layout, but surprisingly, I do . . . very much. For the money invested, the home seems very well built, and I was very happy with the large number of finish options available. I'm also happy that the community doesn't have that "cookie cutter" look! Excellent job, Epcon!

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REVIEW

James F.  
Chapel Hill, NC  
May 28, 2018



Our new homesite and home are truly stunning. Our sales consultant was superb as was the construction superintendent throughout the process. We cannot say enough about the positive aspects of the whole process and the end result.

REVIEW

Richard F.  
Cary, NC  
May 14, 2018



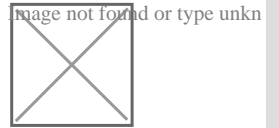
This is a community that is inviting and definitely a place for seniors to retire in.

REVIEW

Kenneth M.  
Cary, NC  
Mar 07, 2018



We are extremely pleased with our new Epcon home, the Epcon staff, and the friendly community at the Courtyards at O'Kelly Chapel.



# Epcon Communities Raleigh

REVIEW

Geri M.  
Cary, NC  
Feb 22, 2018  
★★★★★

When you meet with your designer, it is set in stone, so make sure that you go through everything. I didn't realize that nothing could be changed once it was picked. Whether it is a sunroom or a four seasons room, make sure that you pick what you want because once it is picked, it is done and you can't go back and change anything. Everything else was a positive experience though and I can't wait to move into my new home.

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REVIEW

Arthur S.  
Wake Forest, NC  
Feb 15, 2018  
★★★★★

Danielle and her team have been a pleasure to work with! We are happy in our new home!

REVIEW

Lillien S.  
Wake Forest, NC  
Jan 03, 2018  
★★★★★

I am looking forward to living in a lovely well built home in an inviting neighborhood.

REVIEW

Scott S.  
Chapel Hill, NC  
Dec 28, 2017  
★★★★★

Scott Cairns has done a tremendous job in working with us on our new home, and is an outstanding credit to EPCON.

REVIEW

Carol M.  
Chapel Hill, NC  
Dec 05, 2017  
★★★★★

i have been impressed with the high quality of construction and professionalism of all the EPCON staff.