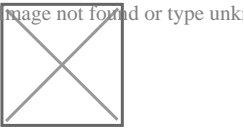


CUSTOMER FEEDBACK REPORT *for*  
**Esperanza Homes**

## Customer Feedback Summary

*Of 1,119 customers surveyed, 594 responded*

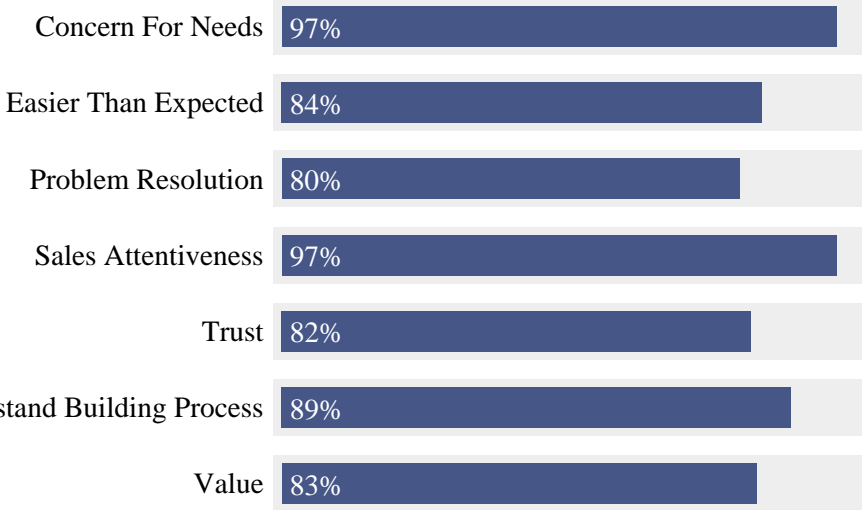


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## Recent Reviews & Published Comments

REVIEW

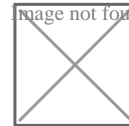
Sheila A.  
Browsville, TX  
Aug 23, 2022  
★★★★★

REVIEW

Javier H.  
Mission, TX  
Mar 25, 2021  
★★★★★

We are very happy by choosing Esperanza Homes to build our home. every person that we talk to had great professionalism, friendliness and very knowledgeable. fast responds to every question that we had. great job Jadira thank you!

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# CUSTOMER FEEDBACK REPORT *for* Esperanza Homes

REVIEW

Luis G.  
Mission, TX  
Jun 17, 2020  
★★★★★

Make sure you double check in every single step you take towards purchasing your home. We had many setback and mistakes in our process. 1) house was build on incorrect lot 2)appliances like cook top, oven, microwave Were mounted wherever it was cheaper for them. When in the first place we were advised that they will be build in.3) shower door wasn't installed supposedly because it didn't come with the price . When in selections they told us they would put a clear door . Had to install our own . 4) edges on walls are cracking, paint falling off. Windows are not place correctly . 5) now waiting on stucco repair for 6 months.

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REVIEW

Felipe G.  
McAllen, TX  
Feb 18, 2020  
★★★★★

Very well organized and easy to work with.

REVIEW

Eduardo A.  
Mission, TX  
Jan 29, 2020  
★★★★★

Those guys did a great job.

REVIEW

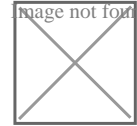
Eduardo R.  
McAllen, TX  
Jan 23, 2020  
★★★★★

able to accommodate you in a short time

REVIEW

Hermelinda R.  
McAllen, TX  
Jan 09, 2020  
★★★★★

Our experience has been a positive and delightful one. We are beyond excited to follow the building process and see our final product come to life in the home we have chosen.



# CUSTOMER FEEDBACK REPORT *for* Esperanza Homes

REVIEW

Sergio D.  
Dec 23, 2019  
★★★★★

It seems like a great place to live!

REVIEW

Ernesto G.  
McAllen, TX  
Nov 27, 2019  
★★★★★

Sam deserves a raise! Super attentive and articulates every detail of this process thoroughly!

REVIEW

Margarita J.  
Mission, TX  
Nov 20, 2019  
★★★★★

Contractors/sub-contractors perform the fastest alternative to build-out instead of quality first for the customer. general mistakes are many and we had to fight for every little touch-up. Plumbers did not locate main water line PVC within pouring of foundation. Wash machine water valves reversed in temperature (hot/cold line) 4 attempts to fix cracked cabinet doors over a 5 week period. They wear you down instead of taking issues seriously. Superintendent and project manager are abrasive, lacking proactive communication skills, nor empathy for the customer. They strong-arm customers and dissuade them to site visit home while under construction. Home buyers should participate in a quality build and see/sign-off on weekly milestones.

REVIEW

Juanita S.  
McAllen, TX  
Nov 07, 2019  
★★★★★

Moving from California was an adjustment. But, finding that with this beautiful development the term "NO HOA Fees" is unbelievable. My friends from California continue to think there is a hidden catch. Brittany Hinojosa has assured me it real. I am looking forward to moving into this beautiful community.

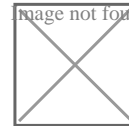
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CUSTOMER FEEDBACK REPORT *for*  
**Esperanza Homes**

REVIEW

Raul R.  
Mission, TX  
Nov 05, 2019  
★★★★★

They have excellent attention to customer needs.

REVIEW

Eduardo R.  
McAllen, TX  
Oct 28, 2019  
★★★★★

great community project and very professionals

REVIEW

Dustin H.  
McAllen, TX  
Oct 22, 2019  
★★★★★

Sam is the BEST

REVIEW

Mary B.  
McAllen, TX  
Sep 30, 2019  
★★★★★

Avi went above and beyond my expectations. I'd recommend them to anyone.

REVIEW

Angel P.  
McAllen, TX  
Sep 11, 2019  
★★★★★

Whoever is going to build there needs to make sure that they are there everyday to keep up with the construction and the quality of work that is being preformed on their home.

REVIEW

Robert M.  
McAllen, TX  
Aug 27, 2019  
★★★★★

Sam is extremely professional and easy to work with.

REVIEW

Katie K.  
McAllen, TX  
Aug 21, 2019  
★★★★★

The home buying process was smooth and all my question were answered. The communication was fantastic.

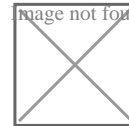
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# CUSTOMER FEEDBACK REPORT *for* Esperanza Homes

REVIEW

Joel W.  
McAllen, TX  
Aug 20, 2019  
★★★★★

I never thought about building a home from scratch, but the market is so saturated with sub-par homes that are overpriced. I approached this community with a healthy dose of skepticism; I kept asking myself, "what's the catch?" There is no catch, but you have to be forward-thinking and anticipate the growth that the RGV is going to experience in the coming years. The process of building our own home with Esperanza has been exceptional up to this point--now, we're looking forward to a smooth move once the home is built. Sam is an awesome, professional salesperson who knows the community and its products thoroughly.

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REVIEW

Justin G.  
McAllen, TX  
Jul 29, 2019  
★★★★★

Nice homes, not a very nice process

REVIEW

Edwin M.  
McAllen, TX  
Jul 16, 2019  
★★★★★

Outstanding service. Made us feel at home!!

REVIEW

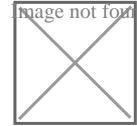
David R.  
Mission, TX  
Jun 27, 2019  
★★★★★

Overall I liked Esperanza Homes. Eric, from start to finish, he was there for me.

REVIEW

Rafael A.  
Mission, TX  
Jun 13, 2019  
★★★★★

Esperanza Homes is a wonderful company and I will be using them again for my next home as well.



# CUSTOMER FEEDBACK REPORT *for* Esperanza Homes

REVIEW

Narciso P.  
Mission, TX  
May 29, 2019



They do a very good job on the quality of the home. I have been getting very good comments in regards to the home.

REVIEW

James T.  
McAllen, TX  
May 23, 2019



Raquel is very professional and very easy to talk with her. Her work ethic and professionalism was very important for us to buy our property at Tres Lagos. I would recommend her without any doubt. Thank you Raquel for all your support.

REVIEW

Christina C.  
Mission, TX  
May 21, 2019



Bill showed us the property. We met at an RV show and he brought us in and showed us around. He did a fantastic job. Everyone there is responsive, nice, and I appreciate the experience.

REVIEW

Joel L.  
Mission, TX  
May 20, 2019



I was satisfied with everything that they did and I am extremely happy with my home. I would definitely recommend them to any of my friends.

REVIEW

Jorge R.  
McAllen, TX  
May 03, 2019



The homes are beautiful. The subdivision is everything I expected it to be and more. I love my home. The customer service could be better though.

REVIEW

Lio V.  
Mission, TX  
May 01, 2019



I really love the attention to detail and customer service that Esperanza Homes provides. Esperanza Homes are extremely helpful, polite, and well-mannered service. They are very organized and handled well with time.

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