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CUSTOMER FEEDBACK REPORT *for*  
**West Point Builders**

REVIEW

Debbie P.  
Oswego, IL  
Sep 15, 2019  
★★★★★

love it,great job very custom,With a mom in a wheel chair and needing special touches for her,and wanting different things they meet it all and more. I drew out a house plan several years ago and was looking for a home knowing my husband would need ranch with severe arthritis and other medical issues and then mom moving in also with many medical issues,my hunt started.Met Christine at Oswego office then Pat we began, they had the cedar crest model they let me make changes ,added french doors ,volume ceiling throughout,handicap doorways and doors,and showers and more,was looking for three years to be on water but did not want big lot it was perfect.Signed in February 2018 sold my house moved family to Florida to winter house and I lived at hotel here for 8 months between weather delays it took awhile illinois weather to blame,but worth the wait,not cookie cutter house that they threw up,it is definitely more custom so if you have patience for custom home this is it,caring people also.Still putting finishing touches window treatments and patio I'm taking it all in and having fun doing it.Some people want house done 3-4 months if that is you that is not going to happen here custom takes time,so let them do great job and do it right! Love it and more

120 East Ogden Ave Ste  
23  
Hinsdale , IL 60521  
(847) 608-1000  
westpointbuilders.com

**GUILDMEMBER SINCE 2016**

As a GuildQuality Guildmember, West Point Builders relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of West Point Builders in Elgin, IL; Clay City, IL; and Downers Grove, IL.

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# CUSTOMER FEEDBACK REPORT *for* West Point Builders

REVIEW

Bosse .  
Elgin , IL  
Oct 01, 2018  
★★★★★

Overall, we are satisfied with our home. The only concern that I have is the communication with the service team. We have had a really hard time getting all of our repairs completed for our 11 month walk through. Everyone at West Point is very friendly and knowledgeable. I just feel they need to work on communication with customers.

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REVIEW

Witt .  
Elgin , IL  
Feb 11, 2018  
★★★★★

We couldn't be happier with our home & the neighborhood.

REVIEW

Olsen  
Clay City, IL  
Jul 24, 2017  
★★★★★

We challenged West Point Builders with design and floor plan modifications which were executed to our satisfaction at minimal costs.

REVIEW

Jon W.  
Clay City, IL  
Jan 26, 2017  
★★★★★

Buyer beware do not buy any property made by this developer. Period!

REVIEW

Bennardo  
Elgin, IL  
Jan 26, 2017  
★★★★★

We are very happy with our home. We love our neighborhood and are very satisfied with our decision to build our very first home with westpoint gardens .