

Reference Check Worksheet

Use this worksheet when contacting builders' customer references.

Name of builder/company _____

Name of customer _____

Address/location _____

Tel: _____ Date contacted: _____

How long have they lived in their new home? _____

About the home

How would you rate the overall quality of your home? Poor OK Excellent

More specifically, the quality of construction? Poor OK Excellent

More specifically, the finishing quality? Poor OK Excellent

Details, if any:

Have you had any problems with your home? Yes No

If yes, what were the problems?

Were the problems solved to your satisfaction, and how?

About the buying experience

How would you rate your buying experience with the company overall? Poor OK Excellent

How would you rate the company in terms of:

- explaining their homes Poor OK Excellent
- explaining the buying process Poor OK Excellent
- explaining the contract Poor OK Excellent
- keeping in touch during construction Poor OK Excellent
- delivering on time Poor OK Excellent
- delivering on budget Poor OK Excellent

Would you recommend this builder? Yes No

Would you buy from this builder again? Yes No

Other

(Other things you want to know about, or information volunteered by the homeowner.)
