

# Bay Lakes Builders

<b>Report Type</b>	Shortly After Closing
--------------------	-----------------------

<b>96.9%</b>	<b>Recommendation Rate</b>
--------------	----------------------------

31 of 32 customers would recommend this company to a friend or family member. Nationally, an estimated 60% of customers would recommend their builder to a friend or family member.

<b>75.0%</b>	<b>Easier Than Expected Rate</b>
--------------	----------------------------------

24 of 32 of your previous customers indicated the overall experience was easier than expected.

<b>74.4%</b>	<b>Response Rate</b>
--------------	----------------------

32 of 43 of previous customers responded to the GuildQuality survey.

THE FOLLOWING RECENT CUSTOMER COMMENTS WERE SELECTED FOR INCLUSION IN THIS REPORT:

I was surprised at the level of personal attention that we got from them.  
 --(Area Of Satisfaction)





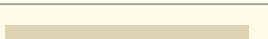
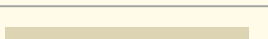
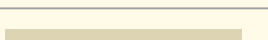
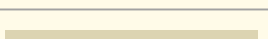
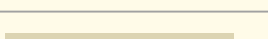


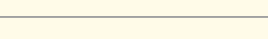
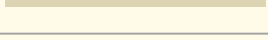
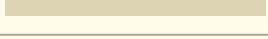
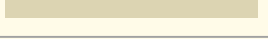
Baylakes Builders built our entire home while we were away for the winter in Florida so we never saw it until we came home in the Spring. The whole experience far exceeded our expectations and everything turned out just as planned and designed.  
 --(Area Of Satisfaction)

Paul and Ryan went out of their way to learn more about building barrier free homes and listened to the specific needs we had for this project.  
 --(Expertise)

We were very satisfied with the overall process and the subcontractors were very easy to work with. They welcomed us on the job site and were able to answer our questions in a timely manner. Everyone made us feel like they really cared about putting in their best craftsmanship into our home. We appreciated being a part of the process and final product.  
 --(Area Of Satisfaction)

I thought they had very good ideas during the design process. We brought them a plan, they added their touch, and it came out exactly like we wanted.  
 --(Area Of Satisfaction)

Percentage of customers indicating they were satisfied or extremely satisfied		
---	--	--

Selections Process		100%
Responsive Design		100%
Expertise		100%
Professional & Organized		93.8%
Innovation		93.8%
Schedule		93.8%
Budget Post-Con		90.6%
Construction Quality		96.9%
Communication		87.5%
Problem Resolution		87.5%
Clean & Safe		90.6%
Employees & Subcontractors		100%
Value		100%
Trust Builder		96.9%
Punchlist		83.9%