



New Jersey General Contractors & Builders  
CONSTRUCTION • DEMOLITION • SITE GRADING • PAVING

NEW JERSEY GENERAL CONTRACTORS & BUILDER CORP

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**COMPLETED**

Response ID : CdZ24BbL  
IP address : 73.226.211.39  
Survey URL accessed by the respondent : [https://survey.zohopublic.com/zs/azCsl6?zs\\_inviteid=f5ab0da4e77ab04c193b50c982ec4c59298c8fa2286d7d088e42683b2038b5676242223eb6efd2b36c00da1a4cfeb303c554f31749c2c0c66c19aa3d81df4944eabcbcf8c51727d9ef9e73f07890d603c3a59c2bfd88772f207c72ee7be90d772f103011811b7385f904b60a14b9e69be58342609e6421b513de78ccf0e62472a9f5dff8431e283dca44f6d269d694933f1595491e695c2620b9b9f0b9697bce6ef238f4f246e5137dabe1b9aa30c57f7fff253903194f52e55c1246ae2c84da71f6828af2d630c0e93f17a33f3d04b73f05155719f64d4e318b6aaad681ca4d2d9ed44adb38a84dfa369e45dde871be](https://survey.zohopublic.com/zs/azCsl6?zs_inviteid=f5ab0da4e77ab04c193b50c982ec4c59298c8fa2286d7d088e42683b2038b5676242223eb6efd2b36c00da1a4cfeb303c554f31749c2c0c66c19aa3d81df4944eabcbcf8c51727d9ef9e73f07890d603c3a59c2bfd88772f207c72ee7be90d772f103011811b7385f904b60a14b9e69be58342609e6421b513de78ccf0e62472a9f5dff8431e283dca44f6d269d694933f1595491e695c2620b9b9f0b9697bce6ef238f4f246e5137dabe1b9aa30c57f7fff253903194f52e55c1246ae2c84da71f6828af2d630c0e93f17a33f3d04b73f05155719f64d4e318b6aaad681ca4d2d9ed44adb38a84dfa369e45dde871be)  
Start time : Oct 27, 2023 19:06:45  
Completion time : Oct 27, 2023 19:52:35  
Time taken : 46 mins  
Collector : NEW JERSEY GENERAL CONTRACTORS & BUILDER CORP  
Total rating : 65/65  
CSAT Score : 100  
Average rating : 10/10

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Respondent Variables

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1. Email address : vaibhav@bhembre.com
2. Phone Number : +13478416221
3. First Name : Vaibhav
4. Last Name : B

Congratulations on your new home with NJGCB! As new homeowners, we're thrilled for you and eager to hear from you shortly after your house closing. Share your valuable feedback through our survey and Google review, and to celebrate this milestone, we have an exciting gift, including a generator, waiting for you. Begin your review now and tell us about your experience with NJGCB!" (Fill and claim you gift)

Q1.

Field label	Response
First Name	Vaibhav
Last Name	Bhembre

Q2. Email

vaibhav@bhembre.com

## Process of Selecting Materials

Q3. 1. Please rate your satisfaction with the process of selecting materials for your home on a scale of 1 to 5 stars

*(with 1 being dissatisfied and 5 being highly satisfied)*



Q4. 2. On a scale of 1 to 5 stars, how well were you provided with a variety of material options to choose from, with 1 indicating limited options and 5 indicating a wide variety?



Q5. 3. Rate the ease and informativeness of the material selection process on a scale of 1 to 5 stars.

*(with 1 being difficult and unclear and 5 being easy and informative)*



## Delivery Time

Q6. 4. How would you rate your satisfaction with the delivery time for your home construction on a scale of 1 to 5 stars?

*(with 1 being dissatisfied and 5 being highly satisfied)*



Q7. 5. Rate any delays in the delivery of materials or completion of your home on a scale of 1 to 5 stars.

*(with 1 indicating significant delays and 5 indicating no delays)*



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## Workmanship

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Q8. 6. Please rate the quality of workmanship in the construction of your home on a scale of 1 to 5 stars.

*(with 1 being poor quality and 5 being excellent quality)*



Q9. 7. Please list any aspects of the workmanship that stood out to you, whether positively or negatively.

Workmanship seemed very good. Both the exterior and interior of the whole house looks beautiful.

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Q10. 8. Rate the professionalism and skills of the workers in your home construction on a scale of 1 to 5 stars

*(with 1 being unskilled and unprofessional and 5 being highly skilled and professional)*



## House Design

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Q11. 9. How well did the house design align with your preferences and needs on a scale of 1 to 5 stars?

*(with 1 being not aligned and 5 being a perfect fit)*



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Q12. 10. Please list specific design elements or features you particularly liked or disliked.

We liked the design choice for tiles in certain bedrooms and bathrooms. And we also liked the flexibility we got to make some customizations on top. Some other designs we liked were the wall sconces on the exterior. vein-matched quartz kitchen island, stacked stone pillars/walls on the exterior, etc.

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## Customer Service

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Q13. 12. Rate your satisfaction with the level of customer service provided during your home buying and construction process on a scale of 1 to 5 stars

*(with 1 being unsatisfactory and 5 being highly satisfactory)*



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Q14. 13. On a scale of 1 to 5 stars, how well-informed and supported did you feel by the customer service team?

*(with 1 indicating lack of support and information and 5 indicating excellent support and information)*



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Q15. 14. Rate the effectiveness of addressing your questions and concerns on a scale of 1 to 5 stars

*(with 1 being ineffective and 5 being highly effective)*



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## Time of Response

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Q16. 15. How would you rate the responsiveness of the customer service team when you had inquiries or issues on a scale of 1 to 5 stars?

*(with 1 being slow response and 5 being rapid response)*



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Q17. 16. Rate the promptness of addressing your requests and inquiries on a scale of 1 to 5 stars

*(with 1 being slow and 5 being very prompt)*



## Quality Control

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Q18. 17. Did you notice any quality control measures in place during the construction process?

Yes

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Q19. 18. Were there any quality control issues or areas where you felt improvements could be made?

It was an incredible experience working with NJGCB to build our new house. It was our first time working with Mike so we did not necessarily know what to expect. Our initial discussions were promising although we had a lot of expectations in terms of what we wanted our home to look and feel like. Many of the customizations we wanted weren't necessarily the easiest changes to make but we thoroughly enjoyed Mike's approach to the whole process. Mike and his team are very practical and understanding when it comes to the building process. They focus on the cosmetics with as much detail as they do with the whole structural integrity of the house and they will work with you until you are satisfied with the results. One of the main things that stood out to us through the process is how responsive Mike is. We had a lot of questions throughout the whole process and Mike created a group chat for us and stayed highly available answering all our questions. Mike kept himself very professional through the process but he was also very accommodating of some of the things we told him we timely needed. We found him to not only be very knowledgeable about everything related to new construction but most of all we found him to be a very genuine and trustworthy human being (which is not at all easy to find!). Our new house is already built and complete but if we (or our friends/family) ever decide to go for a new one we already know who we are going to go with! :)