



BUILDING A
SOLID INVESTMENT



Welcome to the Granite Ridge Builders Family!

We Want to Hear From You!

Buying a new home is one of life's most exciting decisions. Our goal at **Granite Ridge Builders** has been to make the process of purchasing and moving into your home a great experience.

Within the next few weeks, you will receive an e-mailed questionnaire from **Eliant**, our customer satisfaction partner.

By now, you probably know that we take our customers' evaluations very seriously. The feedback from our home owners is the primary driver behind the improvement of our products and the performance of the **Granite Ridge Builders'** associates who have helped you along the way. We would very much appreciate it if you took some time from settling into your new home to evaluate your experience.

The Evaluation Process: What to Expect

Over the course of the next year, you will receive a total of three questionnaires from Eliant. These will ask for your feedback on many aspects of your experience with Granite Ridge Builders, from the purchase process to construction quality. For your reference, here is a list of the three evaluations and when you can expect to receive them:

- **Move-In Evaluation:** 1-month after your move-in date
- **Mid-Year / Customer Service Audit:** 5-months after your move-in
- **Year-End / Home Quality Assessment:** 10-months after your move-in

Again, congratulations on your new home purchase! Our team is here to help you make the exciting transition from homebuyer to home owner. As you begin to make your house a home, please let us know what we can do to make your experience even better!

Warmest regards,
Granite Ridge Builders

Eliant
QUESTIONS ANSWERED