

January 2017

The first time we went to Broughman Builder's Inc., we knew we had found the company that we wanted to build our house. But more importantly, we found the people that we wanted to work with to create our home.

During our first visit with Mike and Daisy, they explained everything to us about their products and about what they believed was most important to them- satisfied customers. We knew we would be getting a quality home and would be working with people that really cared about us and our experience. We had never built a home before so they took the time to go over all the components that would be needed during the process and what the timeline would most likely be. What most impressed us was that we made it clear that we were at least a year or two away from building, but Mike and Daisy assured us that they would be waiting for us no matter how long it took. During the year and a half between our first visit and our actually placing our order, we must have called at least a dozen times with questions. Our inquiries were met with patience, understanding, straightforwardness and compassion. We would find that mixture throughout the entire process of completing our home.

Once the house was finally ordered (thank you, Tony, for the many hours going over options and changes), Mike, Daisy and the team kept us in the loop at all times. We always knew what to expect and when to expect things to be worked on and completed. We were so excited when we got the call that they were starting the site work for our house! We felt that Mike and his crew understood our hopes about when we needed the house to be completed and they worked tirelessly to provide that for us. Mike and Daisy again kept us informed at all times about what was happening and when all the different stages would be completed. They exceeded our expectations and our house was set even earlier than we first anticipated.

Broughman Builders continued to be part of our house experience even after the house was completed. There was a delay with the electric company service being connected and Mike, Daisy, Tony, and Dawn called multiple times on our behalf to get the process moving again. At last we were able to move into our new home- everything was perfect! The team at Broughmans knew the day we were moving in and sent a beautiful floral arrangement to our home.

Finally, the service didn't stop there- everyone at Broughman Builders continued to make sure that all was well with our home during our first few weeks there... and they are still checking in with us to make sure everything is as it should be six months later!

Broughman Builders is an exceptional company that provides wonderful service, but it is the people who work there, and their involvement in every aspect of the process, that make it a company that we would recommend to anyone.

Jim and Eileen Sack