



24-HOUR EMERGENCY REQUEST SURVEY

PROHOME®

550 N. 159th Street East, Suite 2000
Wichita, KS 67230-

Corporate Office: (800) 899-2451

We want to hear from you.

Date

Home Buyer Information

Builder

Nature of Your Emergency

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We truly appreciate your opinion. Thank you, Your ProHome Staff

- Did ProHome respond in a timely manner to your initial call?
- How long did you wait until a ProHome Representative contacted you initially?
- Did the ProHome Representative keep you informed?
- If a SubContractor other than ProHome was assigned to your Emergency situation, did they respond in a timely manner?
- If a SubContractor other than ProHome was assigned to your Emergency situation, did they respond in a professional manner?
- Did the ProHome Representative clearly explain the next step for processing your Emergency?
- Did the ProHome Representative verify the completion of your Emergency situation?
- How would you rate the ProHome Representative's professionalism?
- How would you rate your overall experience with ProHome?

Comments