

READ THIS BEFORE YOU PURCHASE A HOME FROM TOLL BROTHERS

Dear Prospective Home Buyer,

This is an open letter to all homebuyers that are considering the purchase of a Toll Brother's home. Our family has just gone through a yearlong process of purchasing and building a Toll Brother's home. We have been living in our home since October 1, 1997. Although I do not wish to speak for my neighbors, our experience with Toll Brother's was not a pleasant one nor unique to us.

We would never recommend the purchase of a Toll Brothers home to anyone!

As a summary, in my opinion:

- A Toll Brother's home is **not a great value.**
- Their **workmanship is poor.**
- The quality of materials is mixed.
- Their project managers are **not interested in your satisfaction.**
- They are often reluctant to remedy construction mistakes.
- Responses to questions and concerns can take weeks.
- Coordination between trades is poor.
- Sales and project managers have little home construction knowledge.
- On-site supervision is exceptionally poor.
- Mistakes are frequently made in paperwork.

The building of our home was fraught with problems. **The repairs of construction mistakes were hastily done, sometimes omitted, and only done if we were intimately involved in the process through daily inspections.** These mistakes cost us time and money. The entire process was stressful and depressing. The construction supervisors and upper management were extremely unresponsive to our questions and concerns and showed little interest in addressing the errors that we found. The entire construction process is designed and geared only to reducing the construction costs to Toll Brothers.

The most upsetting aspect of the Toll Brothers organization is their customer service. **Toll Brothers shows little concern for their customers.** At times, they even flaunt the size and power of their company by openly refusing to correct issues; full knowing that legal action against them can rarely be afforded.

Toll Brothers will do almost everything they can to get your house to close, with the exception of completing it on time as agreed and contracted. Your home will go essentially unattended before closing and then they will rush with a flurry of activity in the last few days. Promises will be made to correct the remaining mistakes and resulting poor workmanship after the house closes. These promises will go unfulfilled. **Months after our close, major issues are still unresolved.**

Before you seriously consider the purchase of a Toll Brothers home, I urge you to contact other Toll Brothers homeowners and solicit their opinions. This extra effort can save you time, money, aggravation and may result in a much better home buying experience.

Sincerely,

Robert D. Juncosa
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Go to the [Problems Page](#) for pictures and additional information.