
I'd never buy an Ashbrook home again

Posted by johnjeb - August 29, 2007 2:29 AM

I would never recommend anyone purchasing a home from Ashbrook Communities. At the Ashbrook new home community where I recently purchased, half of the sales office staff was just laid off, along with the main construction supervisor who had overseen the completion of every home in the community. The sales manager on the project, and her supervisor (the V.P. of sales) both formerly worked for Lennar and were recent hires. The design center used by Ashbrook Communities is Creative Touch Interiors (CTI), which is -- in a word -- horrible. The CTI designer I was assigned was late by more than 30 minutes for all 4 design center appointments I had, including when I was to sign the final contract. It was obvious that she considered her time more important than anyone else's. Furthermore, her unprofessional behavior, lack of attention to detail and poor design background contributed to a number of errors. She overcharged me in numerous areas, made key errors in the contract and "forgot" to order some tiles and finishes for the home. There were serious delays and poor workmanship was observed too. To top it off, CTI adds big bucks onto every product it uses in order to give a big kick-back to the builder. I spent nearly \$50,000 in incentives money given to me by the builder, but the value of the products was about \$20,000. I priced the products (tiles, flooring, etc) at home stores around my area and was absolutely sick and disgusted after realizing how much money I was overcharged. I would advise anyone purchasing from Ashbrook to buy only a basic home with no upgrades. You can literally save \$20,000 to \$30,000 (or more) just by having your favorite local home store or contractor upgrade anything you want AFTER you close escrow. After my bad experience, I wouldn't want anyone to make the same mistake I did. The craftsmanship is shoddy, the professionalism non-existent, and the price was outrageous by going thru Ashbrook's design center. When buying from Ashbrook Communities, let the buyer beware!

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Re:I'd never buy an Ashbrook home again

Posted by sdsnshn - March 14, 2008 5:59 PM

We also bought a home from Ashbrook (San Diego) and still experiencing problems with a leaky roof. Should be happy it does not rain much but this has been going on since we moved in 4yrs ago. Problem has not be resolved and we are getting the run around.

We had many problems that we fixed/paid for on our own. Very hard to work with and get anything completed on a timely manner.

We just want our roof fixed and be done with this company.

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