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Lafferty Communities

 8 reviews

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Jason Zaitz - Compass Real Estate

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 3.4 miles away from Lafferty Communities

Brad B. said "I HIGHLY recommend Jason Zaitz for any real estate needs you have. I'm a strong believer in sticking with good people and services when you find them. Like finding a good doctor or mechanic, finding a good real estate agent isn't..." [read more](#)
in Real Estate Agents



Ali Bozorgi Talab - Alliance Bay Realty

 5

Ramin M. said "I was a pleasure working with Ali for refinancing my primary residence. Ali is honest and trustworthy and gives you the best options that matches your needs. He communicates well and keeps you informed of every step of the process..." [read more](#)
in Real Estate Agents, Mortgage Brokers, Mortgage Lenders



Leia Hartje - Keller Williams

 4

Zach G. said "I was introduced to Leia through another realtor friend and all I can say is I'm glad I met her. I currently live in Georgia and was selling a property in Antioch. Leia first came in with clipboard in hand and I knew she meant..." [read more](#)
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Triet Nguyen - Tera Real Estate

★★★★★ 4

"I am writing this yelp review on behalf of my dad, Richard. Triet Nguyen (broker..." [read more](#)

About the Business

We build homes that people love to live in. Homes that draw from a legacy of craftsmanship and premium quality. Homes that inspire pride for generations. To do this, we're continually seeking ways to innovate our process. So when you choose Lafferty, you're choosing state-of-the-art techn...

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Yelp users haven't asked any questions yet about **Lafferty Communities**.

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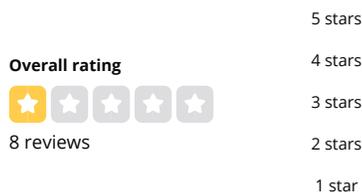
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Annie L. Elite 2022

Santa Rosa, CA

📞 302 📧 643 📧 2412



7/12/2019 · 🔄 Updated review

Update: Full detailed review on my experience with Lafferty.

Now that close of escrow has been completed, I can write about my experience in hopes that others can make an informed decision because a home purchase is the biggest investment you can make in your life. I did not receive an experience that was warm, caring or joyful. It was one hiccup after another. After tears of frustration and anger, in the end I felt mislead and cheated. I will begin with closing and then work my way to the house, to the people who assisted me and to the appraisal.

The property that I purchased is a new build in a new community. Being that it's my first new build purchase, there are many steps involved. There are many phases that you go through as your house transforms from wooden beams to having sheetrock, walls, paint, design, etc. The coolest part was watching your home transform from nothing to a completed project. That was the best part. I will never forget that experience which you do not get if you were to buy an old home.

👍 Useful 7

😄 Funny 1

👌 Cool

★☆☆☆☆ 7/11/2019 · Previous review

Closing - Upon closing, my lender sent me closing documents that shows all the financials. I noticed that I did not get a \$1500 seller credit for using their preferred lender (which was Wells Fargo when I first visited the community back in August 2018; they had switched to Chase Bank in the fall). I immediately contacted the builder via phone and was told she would do some research. She called me back and told me that because I did not use Chase Bank I would not get that credit. I felt misled and cheated as I was promised the credit from the very beginning for using Wells Fargo and even after they switched to Chase, I was told either lender would give me the seller credit. After the builder shut me down over the phone, the Community Sales Manager (CSM) called me to let me know that I will not be getting the credit because I did not use Chase. I explained to her over the phone that when I opened escrow last year, the builder's lender was Wells Fargo and I was pre-approved with Wells Fargo that should yield me the credit. In addition, the open escrow form that I had signed, shows that Wells Fargo was my lender. She tried to tell me that it was with Chase because I did not end up using Chase, I was out of luck. Her attitude is the worst as she snapped at me over the phone saying "I have to use Chase and specifically Chase in San Ramon. If I were to use Wells Fargo, it had to be Wells Fargo in San Ramon. That were are so many departments of Wells Fargo. It has to be specific". To me, Wells Fargo is Wells Fargo. In August of 2018, I was told to get pre-approved at Wells Fargo for the seller credit which I did. The builder switched preferred lenders and failed to hold up their end of the bargain to give me my \$1500 credit. That is shady practice! Very misleading .

House - The house I purchased according to the marketing materials, came with a fireplace. After I opened escrow and construction started, in December 2018, I found out that a fireplace can not be done for my particular house plan. The builder had all sorts of people come out to try to make it work but in the end, I have NO fireplace. That is one of the biggest disappointments in this purchase. A total design flaw. This is after I choose the fireplace and the mantel I wanted, I found out I had nothing. Now, I have to get an electric fireplace installed myself before winter gets here. To top it off, it took several months for them to update the marketing floor plan online and their marketing materials. Another misleading thing for buyers to think they will get a fireplace but in the end, you wont get one! As previous reviewers have mentioned below, there have been wrong things installed in the house constantly. From counter tops - which are NOT the ones I ordered. I ordered an all white granite top with light gray sparkles. I walked in and found the whole kitchen including backsplash up the walls behind the stove, covered in all black countertops!!! Installation failure! Somebody had installed my countertops in the house next door and put their countertops in my house. The stove was also installed incorrectly. I specifically asked for flat top electric stoves in main house & the granny unit (addendum was signed back months ago and I had paid extra for the stove upgrades). Somehow, gas stoves were installed in both units! It took 9 days AFTER I have moved in for the electric stoves to arrive. UNACCEPTABLE! Meanwhile, I am cooking on a portable camping gas stove. HORRIBLE. (A gas range was in place of the electric. Two days after I moved in, a company came to remove the gas range and told me my electric stove will arrive within the hour. It was of course on back order and I had NO STOVE. Also, I did not feel comfortable using the brand new gas range when I knew it was going to be removed. One thing led to another, the company came back asked if I wanted the gas range REINSTALLED after they just removed it because my electric stove wont be here for another week. I told them no. Back and forth and back and forth!!) Broken kitchen cabinet, still waiting for a replacement. Everything should be done correctly before the close of escrow and it is not. There are still construction flaws around the house (after 2 walk throughs) and I have to place a work order for those item. These are things that should have been addressed before closing but were not. FYI - marketing materials doesn't reflect what you get in the end. Landscaping looks different in addition to the paint color. In the marketing, my house has hints of peach and yellow. In reality, it was peach and super dark brown. The house exterior paint looks very dark and when I inquired about it, I was told that the paint color can not be changed until after I move in-which means out of pocket cost that I have to pay when they can easily assist but won't budge to make a customer happy. Besides those, the house is really beautiful. Everything came together minus the above.

👍 Useful 5

😄 Funny

👌 Cool

[Read less](#)

★☆☆☆☆ 7/9/2019 · Previous review

People - The people who assist you through a new home purchase is the most important aspect. They are your backbone. Your support. Your negotiator. They inform you of changes regarding your home along the way. That person is the community sales manager (CSM). Sure, they sell you the house, they sell you the community, the environment. But, they also build a client relationship. The old community Sales Manager in this community was amazing. She was one of the reasons I decided to purchase my home here. She was warm, caring, inviting. She checked in on my husband and I 2-3 times a week. She updated us on how our house was going. But, most of her check in's were just on how we were doing. My husband had fallen ill and she checked in several times a week to make sure he was ok. She provided the best customer service/relationship ever and I was so sad to see her let go with no warning. After working with her for 6 months, she was gone. I went to email her one day, and her email bounced back saying she was gone indefinitely. I am not sure why she was let go but I sent an email to upper management praising her hard work and how wonderful she has been to us. I never received a response from upper management. Not a thank you for your note. Nothing. Nada. Nobody cares. The new CSM was her replacement and immediately, I felt a difference. She was not friendly, was mean via email, gives me attitude over the phone, and overall does NOT have my back on negotiating when it came to a flooring design issue. She didn't care. She NEVER called me once to check up on me. I had to reach out to her FIRST to introduce myself and ask her who would be my point of contact going forward since the old CSM was gone. I had major issues with the design center with them price gouging me and threatening me with revision fees.

Nobody cares. The worst of the worst came when I needed CSM to help me fill out some paperwork for my appraisal. It was not urgent to her. She told me she will "get back to me when she have time and it is extremely frustrating and time consuming". Excuse YOU but it's your job to assist your buyers with paperwork especially when it's so close to closing! It was 1 page needed for my appraisal. Being too busy for me and being frustrated at me and saying Im giving her time consuming tasks is not a way to treat your buyers!!! WOW!

Appraisal - I had NO IDEA an appraisal was scheduled with the office with the CSM. She never updates me on the progress of my home. It would've been nice to give me a call to let me know an appraisal has been scheduled! I was kept in the dark and I HAD NO IDEA MY HOUSE HAD BEEN APPRISAED UNTIL I RECEIVED AN APPRISAL REPORT! It was 1.5 weeks ago! Nobody let me know. This impacted other people as well, especially the appraiser who needed some assistance with comparable sales in a new development. Being too busy to assist the appraiser resulted in the appraiser writing in his report that "he could not get ahold of of the CSM or the builder multiple times. His follow ups were not getting results." Luckily my lender Wells Fargo extended the deadline to have the builder respond. It is so important for the builder to respond as it's a chain result that impacts schedules, deadlines, etc.

I hope this review helps those who are reading it. I hope people will have a better experience than I did. It is stressful enough as it and all these things did not make it any easier.

 Useful 3

 Funny

 Cool

[Read less](#)

     5/2/2019 • Previous review

I will have a full, detailed review in the near future but for now, a new home purchase has turned into the biggest headache anyone can have. It pains me to write this review because I am so angry inside and unhappy. For a family owned company, there is not a feeling of warmth or care from this transaction.

From an architects design flaw which affected the house's look and aesthetics. To wrong items that I did not ordered being installed in the house. To the uncaring nature of those assisting you who don't have your back or negotiation power to make the buyer happy! Simply because people don't care. That's not a way to do business when a home is the biggest purchase one can commit to.

That is all I will say for now. Stay tuned for a detailed review soon!

 Useful 6

 Funny

 Cool

[Read less](#)



Tesa K.

South San Francisco, CA

 381  37  3



     4/10/2020

They don't care. They're just trying to build. Sell for as much money as possible. Then move on. You'll never hear from them again. Then you're stuck with their low quality home ran by a nonexistent HOA board of lafferty employees.

 Useful 9

 Funny

 Cool 1



D M.

CA, CA

 0  12



     7/30/2019

Lafferty Communities initially sounded like a good option after looking for a builder for our house. To be brief, you will be promised many things including specific costs of items or materials, the ability to build what you want and it being done on a reasonable timeline. Absolutely NONE of this came to fruition. This family owned business is a farce, they are essentially a shell company and fail to perform in every aspect. Expect to be lied to and greatly disappointed with the results. And when the going gets tough, the owner gets nasty as he lies to your face. DON'T sign a contract with this company!

 Useful 11

 Funny

 Cool



Kristina F.

Ceres, CA

 29  112  22



     5/11/2017

If I could do a negative star I would! We have a home built in 2003 when they were in Brentwood and things were never fixed because they went bankrupt. Don't buy a home from these people! No matter what they call themselves. It's too bad since our home is very beautiful looking just with lots of minor issues that turned major when not repaired when they should've been.

 Useful **13**

 Funny

 Cool



MJ L.

Napa, CA

 **0**  **2**

      8/20/2017 ·  Updated review

Update:

08/18/17

Our saga continues with Lafferty Homes. Recently we had our stereo system installed at our home. We purchased as an option to the standard home three set of speakers. The sub-contractor installed one wired correctly and the other two were so improperly wired and required a meter to test the wires to match the wiring to the correct speaker. The installers also found the wiring of the volume controls was not done properly. When attempting to connect these two other sets of speakers it gave a warning and shut the amplifier system down. This could of shorted the system and ruined the amplifier had not been for the built-in safeguard protection. We have yet to see if our surround system has any of these issues as well. Buyers be aware purchasing options that are either left out, not the quality, not the expected manufacturer, or poor installation we've run into though out our experience with this builder.

06/15/17

Original posting:

PLEASE SEE SUPPORTING DOCUMENTS BY CLICKING THIS LINK: <drive.google.com/file/d/...>

What started, as excitement about our new house purchase in Napa, became a nightmare of an experience for 1- 1/2 years. Please check out this link to see all of the terrible circumstances Lafferty has put us through. "You at least wake-up from a nightmare." Before we took possession, during site visits/Builder's walk-thru to taking-up residence in our new house, it became clear there were numerous issues. These varied from upgrades purchased were not installed to inferior installation, poor product quality control and finish work. We allowed several subcontractors (sometimes up to 5 different ones on a daily basis) and observed our new house was subject to several in-warranty service requests. Example: To correct the tile flooring, we had to vacate our home and transfer our furniture out-of-the-house: firstly, into the mover's van and secondly, into our garage to avoid storage. We were promised in writing by the builder's sub-contractor that replaced the tile flooring, we would be reimbursed. Instead, the sub-contractor forwarded the submitted expenses to the Builder and over one-year later, we still have not been reimbursed for the 40+ days spent at the hotel. We feel, ultimately, the Builder should reimburse us since we purchased the house from their company. The settlement on which party pays what portion is between the Builder and his sub-contractor. We will remain tenacious in our efforts to share our personal experiences and the exorbitant expenses incurred in hopes of enlightening potential buyers to beware and protect their interests by not having to go through what we did not bargain for. WE HAVE YET TO BE REIMBURSED.

 Useful **15**

 Funny

 Cool

     5/24/2017 · Previous review

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What started, as excitement about our new house purchase in Napa, became a nightmare of an... [Read more](#)



Derek D.

South San Francisco, CA

 **0**  **5**  **4**

     4/9/2018

If I could do a negative star, I would not miss it. The builder is just a mafia, ripoff all the buyer and never done things as they promised. I brought a home in Daly City, CA from them. A lot of things went wrong and take forever to correct. You can name all that could be wrong and you will not miss it. Don't ever trust anyone from this company and walk away before you ruin your life.

 Useful **11**

 Funny

 Cool **1**



Ailoon T.

San Francisco, CA

 **0**  **1**

     12/5/2019

We bought new house from this builder, and we had a horrible experience with them. House

architecture looks very nice, and that's why we bought but later found out the quality is terrible. We bought house for about 7 months now, and we have been and still spending so much time on fixes for: garage doors, windows, carpet, tiles, faucets, bathtubs, sinks, gutters, mirrors, stair, and many more...every where we touch there is some kind of issues. And, the fixing is not only time consuming but it took them multiple times to make it right. Very frustrating. The headache right now is appliance, and they are sneaky that they don't want to deal with any appliance issue. Instead, they told us to contact appliance warranty group if any issue. We bought the house earlier this year 2019, and we just found out that our cooktop is 6 years old. It was installed as new we hope but it was made 6 years ago, and Bosch confirmed that. And now, any issue is considered to be out-of-warranty. Bosch technician had tried and could not repaired, and we have been requesting cooktop replacement but got refused and still in discussion right now with warranty group. We feel like we have been cheated and lied in so many ways when buying house from this builder. We gave it 1 start to give some credit to the warranty guy who has been helping out the 1-year warranty fixings. Other than that, everything else is just scrap and trap. Beware when you come by this builder. Do not sign any paper during your walk-thru if you are not totally satisfy or did not have time to check it out thoroughly first. Make sure it's on paper if anything that they promise to do.

Useful 2 Funny Cool



Will K.
Tracy, CA
3 23

...

1/25/2017

First to Review

We purchased our home from Lafferty in Tracy. Numerous problems ranging from wrong cement used in foundation to plumbing resulting in entire neighborhood joining in on a lawsuit. After bankruptcy to avoid payments on any judgements, they are back in business. Get a really good inspector before buying if you still go that route. They write their contracts to preclude you from doing so, but insist or walk away.

Useful 14 Funny Cool

1 of 1

0 other reviews that are not currently recommended

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Citizens for Balanced Gr...

Do you recommend this business?

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NRG Pros
57

Jermaine R. said "The replacing my roof for my house was a crazy big job based on the numerous repairs required. I am so glad I contacted NRG Pros this job for the following reasons they were professional and answered any questions I had about the..." [read more](#)
in Roofing



Lion Group Construction
33

8.4 miles away from Lafferty Communities

Michelle B. said "I've done numerous hours on researching and interviewing many contractors because it was very important to me to find the "Right Contractor" since I was going to trust them with my house for some time. It was a MASSIVE WHOLE HOUSE..." [read more](#)
in General Contractors

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