



Category 2)

BEST CUSTOMER SATISFACTION INITIATIVE

Entrants must demonstrate how their firm has put the customer at the heart of the home buying process through their company culture and initiatives

The category is open to any initiative, business product, company culture, process or plan that eases the customer's home buying experience or improves the use/function/experience in the new home

Entries will be judged on some or all of the following:

- The innovation and imagination of the initiative/plan/product etc
- Addressing a specific need
- Excellence and delivery above the norm
- Clear benefit to the customer

THIRD PARTY TESTIMONIALS ARE WELCOMED AND ENCOURAGED IN ALL CATEGORIES

Please contact events@house-builder.co.uk or 020 7960 1630 with any questions