



## **Category 1)**

### **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](mailto:events@house-builder.co.uk) or 020 7960 1630 with any questions*