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## MEDIA RELEASE



### EDEN BRAE HOMES SCORES 94.24% FOR CUSTOMER SATISFACTION

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The judging process for the 2022 Australian Achiever Awards for Australia's **Architect Services, Building Design, Building Construction & Interior Design Services** category was completed on 7th April.

**Eden Brae Homes** scored a highly recommended 94.24%.

Now into its twenty-fifth year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from a business's own customers. The awards provide an indication of a well-run business where satisfied customers are a sign that a business is healthy, worthy of praise and increased custom.

The award system focuses on eight criteria, each scored separately, namely: Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication, Overall Perception and Referral. The criteria are rated individually in percentage terms and the final score is an amalgam of these. Anything above 80% overall is regarded as exceptional and reflects outstanding customer service. A complete list of all businesses that have achieved award status over the last few years can be viewed at [www.achiever.com.au](http://www.achiever.com.au).

Some of the comments Australian Achiever received from Eden Brae Homes clients are:

***The team at Eden Brae Homes communicates clearly and effectively. I appreciate that the site supervisor is always prompt in following up on anything. The delivery schedule was always met and ahead of schedule. And the quality of their products is good.***

***We chose them for our build because of their impressive looking display homes. There were unavoidable delays due to COVID, but the designer was excellent. They responded to emails straight away, and the staff were always polite and friendly. We heard about lots of problems with other companies, but we found Eden Brae Homes to be excellent to deal with. They helped meet our budget with the house. And Joanne and James were particularly very good to deal with.***

***Eden Brae Homes were good to deal with. We were happy with the great site supervisor. Instructions from the administration team were clear and concise. The build was really quick, of good quality, and provided value for money.***

- ENDS -

For verification of this report, please contact:

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