

February 2019



## Media Release

### EDEN BRAE HOMES SCORES 94.28% FOR CUSTOMER SATISFACTION

The judging process for the 2019 Australian Achiever Awards for Australia's Architect Services, Building Design, Building Construction & Interior Design Services category was completed on 20th February.

**Eden Brae Homes** scored a highly recommended 94.28%.

Now into its twenty-second 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 seven criteria, each scored separately, namely: Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication and Overall Perception. 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 who 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:

*I found Eden Brae Homes to be a very professional business. Importantly, they kept us informed, providing very clear information about what we were buying and what we were getting ourselves into. They provided excellent customer service, especially in their head office. And, they were very reasonably priced.*

*I think the company itself is very good. They provided excellent customer service, and have been great when I have presented issues. I appreciate that they are currently attending to and fixing things for me.*

*They were great to work with. All of the administration staff were excellent, and the building manager was amazing. Anytime we needed anything, they were there to speak with us either via phone or email. Nothing was ever too much.*

- ENDS -

For verification of this report, please contact

Jody Harwood, Director, Australian Achiever Pty Ltd, 0402 045 971, [award@achiever.com.au](mailto:award@achiever.com.au).