

10 February 2017



## Media Release

### **EDEN BRAE HOMES SCORES 90.47% FOR CUSTOMER SATISFACTION**

The judging process for the 2017 Australian Achiever Awards for Australia's Architect Services, Building Design, Building Construction & Interior Design Services category was completed on 9th February.

**Eden Brae Homes** scored a highly recommended 90.47%.

Now into its twentieth year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from a business's own customers - 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 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 final quality is outstanding and definitely better than friends who have built with other builders. The initial sales person we had, Belinda, was fantastic - professional, polite, very detailed, bright and intelligent.*

*They are very professional. The site manager and office admin provided outstanding customer service. They were very prompt to answer any questions we had throughout the process and the completion of the project was kept to the timeline.*

*When it comes to service they are always ahead of the ball. They are consistently prompt to contact us if there are any issues and tasks are completed promptly without any problem. Their customer service has been fantastic over the period we have worked with them and generally the whole experience has been amazing.*

ENDS: For verification of this report, please contact  
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