

June 2020



MEDIA RELEASE

EDEN BRAE HOMES WIN AUSTRALIAN ACHIEVER CUSTOMER SERVICE AWARD

Eden Brae Homes, from Norwest NSW, has won the 2020 Australian Achiever Award for Australia's **Architect Services, Building Design, Building Construction & Interior Design Services** category.

Now into its twenty-third 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 focuses on eight criteria, namely: Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication, 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.

Eden Brae Homes achieved a **97.52%** overall score for Customer Service and Relations, topping all other Architect Services, Building Design, Building Construction & Interior Design Services businesses to become the **National Winner**. The 2020 Australian Achiever Award proves Eden Brae Homes delivers on the promise of customer satisfaction.

Eden Brae Homes was initially established to fill a gap in the NSW housing market, by offering a personalised boutique quality home building service. Today they are one of the largest volume home builders in NSW. They believe the true measure of their success is defined by the ongoing relationships they build with their customers over the long term. What sets them apart is their long-term experience, along with high quality workmanship, guarantee build-times and close attention to detail.

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

I used to work for another builder and therefore had an expectation of what the experience would be like. However, every hiccup or issue was handled very well and communicated very quickly. We were kept informed, any issues were resolved quickly, the handover happened on time, and everything worked very fluidly. Everything was managed extremely well throughout the process, and I am very happy overall.

I am building with Eden Brae Homes now for the second time. During my first build several years ago, we found the whole process to be very smooth compared to other builders and experiences people we knew were having. The quality of the build stood up to the test of time and was completed under the estimated time. The Eden Brae Homes staff continue to be receptive to all our needs and communicate exceptionally well.

Because of their exceptional customer service and communication, they have made me feel very taken care of. The team reply so quickly and are helpful and supportive. They are not pushy; they let me make my own decisions and support me with them. Plus their quality is excellent. I made a good decision putting my trust in Eden Brae Homes. I had heard how stressful building could be, but thankfully I have been happy with the whole process, they have just made it so easy.

- ENDS -

For more information go to www.achiever.com.au or contact:

Eden Brae Homes T 02 8860 9222

or, Jody Harwood, Australian Achiever Awards T 0402 045 971 E award@achiever.com.au