



**PRESS RELEASE**

**5 September 2005**

**HOME BUILDERS COMMITTED TO PRODUCT EXCELLENCE AND IMPROVING  
CUSTOMER SERVICE**

Responding to a report on the matter of snagging and consumer protection, Scotland's home building industry has reiterated its commitment to providing a high quality product and offering high quality customer service.

Allan Lundmark, Director of Planning at Homes for Scotland, the organisation which represents companies building 95% of the country's new homes, said:

"Customer satisfaction is an area the industry takes extremely seriously. We recognise that buying a home is different in many ways to any other type of purchase and we have the same interest as home buyers in helping to ensure they enjoy the highest levels of service and confidence during the purchase process.

We have already indicated our willingness to take the lead in creating a new legal and customer satisfaction framework for the sale of new homes and are engaging with a wide range of bodies, including the Scottish Consumer Council and the Law Society, to join us in taking this forward.

...2/



.../2

In addition to this, Homes for Scotland is actively promoting research work on snagging being undertaken by Glasgow Caledonian University.

A measure of the importance placed by the industry on the matter of customer service and satisfaction was reflected in the introduction of our own Customer Service initiative this year. This initiative is aimed at promoting improvements in customer service across the board.”

###

For further information, please contact:  
Jennifer Kennedy – Homes for Scotland  
Tel: 0131 243 2595  
Email: [j.kennedy@homesforscotland.com](mailto:j.kennedy@homesforscotland.com)

**Notes to editors:**

Homes for Scotland ([www.homesforscotland.com](http://www.homesforscotland.com)) is the representative membership body for the home building and residential development industry in Scotland. Its member companies provide 95% of all new homes in Scotland. The industry is the largest source of private investment in the Scottish economy contributing around £5 billion and employing more than 110,000 people.