



PRESS RELEASE

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HOME BUILDERS PUT SPOTLIGHT ON CUSTOMER SERVICE

Recognising the critical importance of customer service and satisfaction to both the buying public and their own longer-term success, home builders in Scotland are seeking to highlight best practice in the industry in a bid to raise standards even further.

Homes for Scotland, the organisation that represents companies building 95% of the country's new homes, has this year introduced customer service as the focus of its annual awards scheme in order to demonstrate the industry's commitment to ensuring buyers enjoy the highest levels of service and confidence when purchasing a new home.

Some 40 entries have been received in the categories of company customer service strategy, customer service at site/development level and individual customer service, and are being evaluated by an independent panel of judges representing a variety of interests in this field. Chaired by Robin Harper MSP, the panel includes Trisha McAuley from the Scottish Consumer Council, Robert Crawford from the Institute of Customer Service and Malcolm MacLeod from the National House Building Council.

Details of the award winners will be announced at the Homes for Scotland Annual Lunch on 20 May.

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Notes to editors:

Homes for Scotland (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.