

# TOP OF THE CLASS

*Right Homes and Blueprint Homes beat off plenty of stiff competition to win this year's awards for customer service*

**A** RECORD number of contenders for this year's customer service awards recognises that there's much more to building a house than just bricks and mortar. Getting an A+ report card is also important, with Right Homes and Blueprint Homes taking this year's coveted trophies.

"It's not just about building a house – it's how you engage with the customer while you're building it," says Master Builders' Gavan Forster, chairman of the customer service award committee.

It was a close-run race in the small/medium builder category, with just a fraction of a percentage point separating Right Homes, a runner-up last year, from eager rivals Devrite Constructions, last year's winner, and Eco-Logical Building.

Gavan says the category is quite difficult to judge because you expect good customer service when you only have a few clients, but Right Homes went that extra mile.

Eco-Logical Building, which entered the customer service awards

for the first time this year, also earned high praise from the judges.

"Eco-Logical has a reputation for quality building and is a multi-award winner. As a first-time customer service entrant, their entry was outstanding," Gavan says.

Blueprint Homes, winner of the volume/project builder category, was also a first-time nominee.

"What distinguished Blueprint was the outstanding feedback we got from its customers," Gavan says.

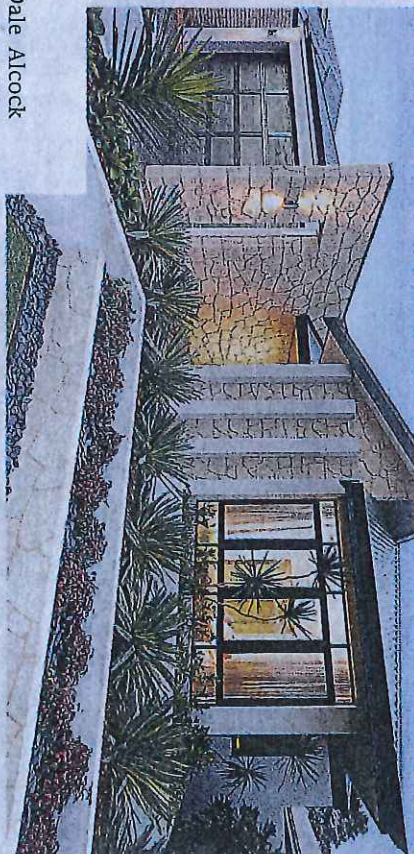
"One hundred per cent of the people we spoke to would refer Blueprint to their friends or use them again. The judges felt that in the project home market, where you're dealing with hundreds of clients, that level of satisfaction was just astounding."

The judges pick a random sample of clients and quiz them on everything from site supervision to the time it takes to respond to an email or phone call.

Blueprint Homes took the award ahead of finalists Dale Alcock Homes and Dale Alcock Home

Improvements. The Dale Alcock new-home division was praised for its use of social media as part of its customer service ethos, while the renovation arm was recognised for achieving a high level of customer satisfaction in the challenging home improvement arena.

**PAULA EVANS**



**Winner**  
**BEST CUSTOMER SERVICE:  
 VOLUME/PROJECT BUILDER**  
 builder: Blueprint Homes // phone: 9440 1800 //  
 website: www.blueprinthomes.com.au

Above: The award-winning Norfolk display home by Blueprint Homes.



**Winner**  
**BEST CUSTOMER SERVICE:  
 SMALL/MEDIUM BUILDER**  
 builder: Right Homes // phone: 9555 0374 //  
 website: www.righthomes.com.au