

HOUNSLOW HOUSEBUILDER AWARDED 5 STARS FOR CUSTOMER SATISFACTION

* Local housebuilder awarded 5 stars for customer satisfaction for a record 11 years in a row
* Barratt scored over 90% in HBF New Homes Survey
* Back on site building and selling 5 star quality homes

Hounslow housebuilder Barratt London, responsible for the High Street Quarter development on Alexandra Road, received the maximum 5 star rating in the new Home Builders Federation (HBF) annual New Homes Survey. The results were announced just as Barratt London stopped construction back in March due to the lockdown, but now it is back building and selling 5 star quality homes again.

The number of stars awarded is based on responses to the question “would you recommend your builder to a friend”? For Barratt London to have been awarded 5 stars means that over 90% of its customers would recommend their homes to a friend.

This is now the eleventh year in a row that Barratt London has received the 5 star rating having first been awarded it back in 2010. No other major national housebuilder can match this record of delivering such high customer satisfaction over such a long time.

The HBF New Homes Survey is one of the largest surveys of its type in the country with nearly 50,000 people who have recently bought a new build home completing it. The simple 1-5 star rating system was developed to give customers an easy to view ranking system of which housebuilders have the most satisfied customers.

Barratt London is committed to leading the industry for customer service, the high quality of its homes and creating great places that people love living in. It is this focus on making its customers happy and looking after them post sale, which results in such high recommendation scores.

Stewart Baseley, Executive Chairman of the Home Builders Federation, said: “This year’s results show the industry has continued to deliver even higher levels of customer service. Consistently delivering new homes, probably the biggest and most emotional investment any individual will make, in a way that satisfies their customers, is a huge challenge for a business. Achieving a 5 star rating, meaning that more than 9 out of 10 customers are happy with the service provided, is a significant achievement that deserves to be recognised.”

Ed McCoy, Sales and Marketing Director for Barratt West London, said: “Now that we are back building and selling homes we were very pleased to retain our 5 star rating for the eleventh year in a row. It is great to know that our customers rate us so highly and we are working hard to look after them by putting in place new safety measures and re-starting our customer care service. We will continue to give all of our customers a 5 star service.”

To find out more about homes available from Barratt London, visit [www.barrattlondon.com](http://www.barrattlondon.com) or call 0330 057 6666.

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For further information or interviews please contact Emily Coombes on 07445 821750 or email [emily@building-relations.co.uk](mailto:emily@building-relations.co.uk)

**About Barratt London**

Barratt London is a market-leading residential developer, with over 30 years’ experience in the Capital, delivering up to 2,000 units each year. Barratt London is committed to providing an unbeatable customer experience and developing exceptional homes for all Londoners. We have an extensive portfolio of residential developments and partnerships delivering homes across the Capital for all Londoners, from state-of-the-art penthouses in the City of London to complex, mixed-use regeneration schemes in Hendon.

Barratt London is part of Barratt Developments PLC, the UK’s largest housebuilder.

**About Barratt Developments**

Barratt Developments plc sold 17,856 homes in the year to June 2019, making it the biggest housebuilder by volume in Britain. Over the past seven years Barratt Group has increased its housing output by 40% - building more of the homes the country needs. Barratt is committed to building quality homes and this year received more NHBC Pride in the Job Quality awards than any other housebuilder and was awarded 5 stars by the HBF for customer satisfaction for the eleventh year in a row. For more information visit [www.barrattdevelopmentsplc.co.uk](http://www.barrattdevelopmentsplc.co.uk)