



Press Release

J.D. Power and Associates Reports: Overall Customer Satisfaction with Home Builders Improves Significantly in 2008, Despite Daunting Economic Challenges and Surplus Inventory Levels in the Industry

Pulte Brands Rank Highest in Customer Satisfaction in 11 U.S. Markets and in New-Home Design in 6 Markets;
Centex Homes and Pulte Brands Each Rank Highest in New-Home Quality in 7 Markets

WESTLAKE VILLAGE, Calif.: 10 September 2008 — Even in the face of a challenging environment marked by declining new-home prices and notably high inventory levels, many home builders are succeeding in significantly improving overall customer satisfaction in 2008, compared with 2007, according to the J.D. Power and Associates 2008 New-Home Builder Customer Satisfaction StudySM released today.

Overall customer satisfaction averages 779 on a 1,000-point scale in 2008, up 38 points from 741¹ since 2007. Markets experiencing the largest customer satisfaction improvements include Palm Beach, Fla.; Tampa, Fla.; and Albuquerque, N.M. In addition, overall satisfaction has increased in 28 of the 29 individual markets that were also surveyed in 2007.

“Home builders have adapted well to changes in the market that have necessitated a shift from an order-taking mode to an intensified focus on sales service and negotiation with prospective home buyers,” said Paula Sonkin, vice president of the real estate and construction industries practice at J.D. Power and Associates. “What is particularly impressive is that many home builders in areas where sales and home values have been most negatively impacted by local market conditions—for example, Nevada, California and Florida—fare well in the study, with the majority of markets in these states performing above the 33-market average.”

“Strong home-building companies have recognized the importance of offering superior product quality, delivering homes on time and providing skilled sales staff in order to excel in hypercompetitive markets,” said Sonkin. “With more negotiation occurring during the sales process, home buyers are receiving larger sales incentives. In addition, upgraded features that used to be considered options—such as granite countertops—are now being included as standard, which increases the perceived value of the home and subsequently results in increased satisfaction. With new-home prices on the decline in many areas, as well as larger inventories and renewed efforts of home builders to truly delight customers, it’s a great time for consumers to consider buying a new home.”

Overall Customer Satisfaction

The New-Home Builder Customer Satisfaction Study, now in its 12th year, includes satisfaction ratings for builders in 33 markets. Nine factors drive overall customer satisfaction with home builders (listed in order of importance): builder’s sales staff (15%); builder’s warranty/customer service staff (15%); workmanship/materials (14%); price/value (14%); home readiness (13%); construction manager (13%); recreational facilities provided by the builder (7%); builder’s design center (6%); and location (4%).

Pulte brands (which include Del Webb, DiVosta Homes and Pulte Homes) rank highest in customer satisfaction among new-home builders in 11 markets. Besides the Pulte brands, other builders topping market rankings include (in alphabetical order): Cambridge Homes (which is part of D.R. Horton and ties with Lakewood Homes and Pulte Homes in Chicago); Centex Homes (headquartered in Dallas, Texas); Darling Homes (Frisco, Texas); David Weekley

¹Prior to 2008, customer satisfaction index scores for the New-Home Builder Customer Satisfaction Study were calculated on a centered-to-100 scale. This score from the 2007 study has been converted to a 1,000-point scale.

Homes (Houston, Texas); Eastwood Homes (Charlotte, N.C.); Granville Homes (Fresno, Calif.); John Wieland Homes and Neighborhoods (Atlanta, Ga.); Lakewood Homes (which ties with Cambridge and Pulte Homes in Chicago); M/I Homes (Columbus, Ohio); Medallion Homes (San Antonio, Texas); Minto Communities (Coconut Creek, Fla.); Shea Homes (Walnut, Calif.); Standard Pacific Homes (Irvine, Calif.); Tim Lewis Communities (Citrus Heights, Calif.); and Trendmaker Homes (which is part of Weyerhaeuser Real Estate Company and headquartered in Houston, Texas).

“In 2008, a wide variety of home builders perform well,” said Sonkin. “In the midst of the volatility that has defined the overall housing market during the past two years and has caused several home-building companies to go out of business, many local and regional builders have seized the opportunity to attract and serve potential home buyers.”

In addition, the proportion of homes delivered both completely finished and on time has increased to 70 percent in 2008 from 58 percent in 2007. Furthermore, the percentage of home buyers who report that construction on their new home was finished when they signed the sales contract has increased to 39 percent in 2008 from 32 percent in 2007.

“Green” Home Features

The study finds that 28 percent of new-home buyers perceive that their home is environmentally friendly, but a vast majority of these home buyers—75 percent—say that their home builder did not identify the home as “green.” The top green features that home buyers believe a new home should include are: energy-efficient heating and air-conditioning units; energy-saving appliances; energy-saving lighting; and temperature-controlling windows.

Sales Incentives

The study also finds that nine in 10 new-home buyers (90%) report receiving sales incentives. Among home buyers who report receiving incentives when purchasing their home, the average sales incentive totaled more than \$16,500. The types of incentives that home buyers report receiving most often include a reduction in the base price of the home and credit toward options and upgrades.

For more information on New-Home Builder Customer Satisfaction Study rankings, please click [here](#).

2008 New-Home Design Study

The J.D. Power and Associates New-Home Design Study,SM now in its second year, measures customer experiences in 33 markets with design and aesthetic aspects of the new home. Eight factors drive satisfaction with new-home design: floor plan (17%); master/primary bathroom (15%); kitchen (13%); ability to customize (13%); interior comfort/environment (12%); flooring (11%); exterior architectural design (11%); and windows and exterior doors (8%).

Overall satisfaction with new-home design has increased to 782 on a 1,000-point scale in 2008, up 36 points from 2007. Compared with 2007, the importance of the floor plan has increased in 2008. In addition, the flexibility and ability of builders to make non-standard design changes—such as relocation of an interior wall—is a particularly important new component in satisfaction with new-home design.

Pulte brands achieve the highest ranking in new-home design in six markets. Other builders topping new-home design market rankings include (in alphabetical order): Beazer Homes (headquartered in Atlanta, Ga.); Cambridge Homes (Ft. Worth, Texas); Centex Homes; Darling Homes; David Weekley Homes; Drees Custom Homes (Ft. Mitchell, Ky.); D.R. Horton (Ft. Worth, Texas); Eastwood Homes; Granville Homes; John Laing Homes (Irvine, Calif.); John Wieland Homes and Neighborhoods; KB Home (Los Angeles, Calif.); Medallion Homes; Meritage Homes (Scottsdale, Ariz.); M/I Homes; Minto Communities; NV Homes (which ties with Pulte Homes in Philadelphia); Shea Homes; Standard Pacific Homes; Tim Lewis Communities; T.W. Lewis Company (Tempe, Ariz.); and Winchester Homes (part of Weyerhaeuser Real Estate Company and headquartered in Bethesda, Md.).

For more information on New-Home Design Study rankings, please click [here](#).

2008 New-Home Quality Study

The J.D. Power and Associates New-Home Quality Study,SM now in its second year, measures the occurrence and impact of construction problems experienced by new-home owners in 33 markets. The study utilizes an index that takes into account the number of problems that occur, the severity of problems and size of the home, and covers 41 different problem categories for the following aspects: bathroom; drywall; electrical/appliances; flooring/stairs; home exterior; interior paint; kitchen; windows/doors; and other significant problems.

Centex Homes and Pulte brands each rank highest in new-home quality in seven markets. Other builders topping new-home quality market rankings include (in alphabetical order): Classic Homes (headquartered in Colorado Springs, Colo.); C.P. Morgan Communities (which ties with John Wieland Homes in Charlotte, NC); Darling Homes; David Weekley Homes; Eastwood Homes; John Wieland Homes and Neighborhoods (which ties with C.P. Morgan Communities in Charlotte); KB Home; Lennar Homes (Miami, Fla.); Mattamy Homes (Toronto, Canada); Medallion Homes; Minto Communities; Standard Pacific Homes; Trendmaker Homes; and T.W. Lewis Company.

Home quality has remained stable since 2007. The rate of customer-reported problems decreased in 2008 to 1,151 problems per 100 homes from 1,345 per 100 homes in 2007.

For more information on New-Home Quality Study rankings, please click [here](#).

The 2008 New-Home Builder Customer Satisfaction Study is based on responses from 50,837 buyers of newly built single-family homes who provided feedback after living in their homes an average of four to 18 months. The study was fielded between March and July 2008. For more comprehensive builder rankings for all 33 U.S. markets, visit www.jdpower.com/homes.

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services company operating in key business sectors including market research, forecasting, performance improvement, training and customer satisfaction. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. For more information on [home building and home improvement](#); [car reviews and ratings](#); [car insurance](#); [health insurance](#); [cell phone ratings](#), and more, please visit JDPower.com. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

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NOTE: Four charts follow.

J.D. Power and Associates 2008 New-Home Builder Customer Satisfaction StudySM

*Markets Included in New-Home Builder Customer Satisfaction Study,
New-Home Design Study and New-Home Quality Study*

Albuquerque, N.M.	Las Vegas, Nev.
Atlanta, Ga.	Minneapolis, Minn.
Austin, Texas	Northern New Jersey*
Central Valley/Fresno, Calif.*	Orange County, Calif.
Charleston, S.C.	Orlando, Fla.
Charlotte, N.C.	Palm Beach, Fla.
Chicago, Ill.	Philadelphia, Penn.
Columbus, Ohio	Phoenix, Ariz.
Dallas/Ft. Worth, Texas	Raleigh/Durham, N.C.
Denver/Colorado Springs, Colo.	Sacramento, Calif.
Ft. Myers/Naples, Fla.	San Antonio, Texas
Greensboro, N.C.*	San Diego, Calif.
Greenville, S.C.*	San Francisco Bay Area, Calif.
Houston, Texas	Tampa, Fla.
Inland Empire, Calif.	Tucson, Ariz.
Jacksonville, Fla.	Washington, D.C.
Los Angeles/Ventura County, Calif.	

For more comprehensive rankings by market for new-home builder customer satisfaction, new-home design and new-home quality, visit www.jdpower.com/homes

**New markets added to the study in 2008.*

Source: J.D. Power and Associates 2008 New-Home Builder Customer Satisfaction StudySM

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2008 New-Home Builder Customer Satisfaction StudySM

Top Three Builders in Overall Customer Satisfaction by Market

Albuquerque, N.M.*
Highest: Pulte Homes
 Centex Homes

Atlanta, Ga.
Highest: John Wieland Homes and Neighborhoods
 Sharp Residential Builders
 David Weekley Homes

Austin, Texas
Highest: David Weekley Homes
 Centex Homes
 Standard Pacific Homes

Central Valley/Fresno, Calif.
Highest: Granville Homes
 Centex Homes
 Wathen-Castanos

Charleston, S.C.*
Highest: Centex Homes
 Ryland Homes

Charlotte, N.C.
Highest: John Wieland Homes and Neighborhoods
 Centex Homes
 Pulte Homes

Chicago, Ill.
Highest: Cambridge Homes (tie)
Highest: Pulte Homes (tie)
Highest: Lakewood Homes (tie)

Columbus, Ohio
Highest: M/I Homes
 Dominion
 Centex Homes

Dallas/Ft. Worth, Texas
Highest: Darling Homes
 Huntington Homes
 Fox & Jacobs

Denver/Colorado Springs, Colo.
Highest: Shea Homes
 John Laing Homes
 Pulte Homes

Ft. Myers/Naples, Fla.
Highest: Pulte
 DiVosta Homes
 Lennar

Greensboro, N.C.
Highest: Eastwood Homes
 D.R. Horton
 K. Hovnanian

Greenville, S.C.
Highest: Eastwood Homes
 Lennar Homes
 Ryan Homes

Houston, Texas
Highest: Trendmaker Homes
 Highland Homes
 KB Home

Inland Empire, Calif.
Highest: Del Webb
 Shea Homes
 Meritage (tie)
 Standard Pacific Homes (tie)

Jacksonville, Fla.
Highest: Pulte Homes
 KB Home
 Mercedes Homes

Los Angeles/Ventura, Calif.
Highest: Pulte Homes
 John Laing Homes
 Standard Pacific Homes

Las Vegas, Nev.
Highest: Centex Homes
 Meritage Homes
 Del Webb

Minneapolis, Minn.
Highest: Centex Homes
 Lennar
 Mattamy Homes

Northern New Jersey*
Highest: Del Webb

Orange County, Calif.*
Highest: Standard Pacific Homes
 John Laing Homes

Orlando, Fla.
Highest: David Weekley Homes
 Pulte Homes
 Centex Homes

Palm Beach, Fla.
Highest: Minto Communities
 Lennar
 Centex Homes

Philadelphia, Penn.
Highest: Del Webb
 Pulte Homes
 Ryan Homes

Phoenix, Ariz.
Highest: Shea Homes
 Ashton Woods
 T.W. Lewis Company

Raleigh/Durham, N.C.
Highest: Centex Homes
 Lennar
 Drees Custom Homes

Sacramento, Calif.
Highest: Tim Lewis Communities
 Del Webb
 John Laing Homes

San Antonio, Texas
Highest: Medallion Homes
 Highland Homes
 Centex Homes

San Diego, Calif.
Highest: Shea Homes
 Lennar
 KB Home

San Francisco Bay Area, Calif.
Highest: Del Webb
 Pulte Homes
 Centex Homes

Tampa, Fla.
Highest: Centex Homes
 Pulte Homes
 David Weekley Homes

Tucson, Ariz.
Highest: Pulte Homes
 Lennar
 Meritage Homes

Washington, D.C.
Highest: Pulte Homes
 Van Metre Homes
 Winchester Homes

For more comprehensive rankings by market for new-home builder customer satisfaction, new-home design and new-home quality, visit www.jdpower.com/homes

**No other builder in this market performs above the market average.*

Source: J.D. Power and Associates 2008 New-Home Builder Customer Satisfaction StudySM

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J.D. Power and Associates 2008 New-Home Design StudySM

Highest Ranked Builders in Home Design by Market

Albuquerque, N.M.

Pulte Homes

Atlanta, Ga.

John Wieland Homes and
Neighborhoods

Austin, Texas

David Weekley Homes

Central Valley/Fresno, Calif.

Granville Homes

Charleston, S.C.

KB Home

Charlotte, N.C.

John Wieland Homes and
Neighborhoods

Chicago, Ill.

Cambridge Homes

Columbus, Ohio

M/I Homes

Dallas/Ft. Worth, Texas

Darling Homes

Denver/Colorado Springs, Colo.

John Laing Homes

Ft. Myers/Naples, Fla.

Pulte Homes

Greensboro, N.C.

D.R. Horton

Greenville, S.C.

Eastwood Homes

Houston, Texas

Darling Homes

Inland Empire, Calif.

Meritage Homes

Jacksonville, Fla.

Beazer Homes

Los Angeles/Ventura, Calif.

Pulte Homes

Las Vegas, Nev.

Centex Homes

Minneapolis, Minn.

Centex Homes

Northern New Jersey

Del Webb

Orange County, Calif.

Standard Pacific Homes

Orlando, Fla.

David Weekley Homes

Palm Beach, Fla.

Minto Communities

Philadelphia, Penn.

NV Homes (tie)
Pulte Homes (tie)

Phoenix, Ariz.

T. W. Lewis Company

Raleigh/Durham, N.C.

Drees Custom Homes

Sacramento, Calif.

Tim Lewis Communities

San Antonio, Texas

Medallion Homes

San Diego, Calif.

Shea Homes

San Francisco Bay Area, Calif.

Shea Homes

Tampa, Fla.

David Weekley Homes

Tucson, Ariz.

Pulte Homes

Washington, D.C.

Winchester Homes

For more comprehensive rankings by market for new-home builder customer satisfaction, new-home design and new-home quality, visit www.jdpower.com/homes

Source: J.D. Power and Associates 2008 New-Home Design StudySM

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J.D. Power and Associates 2008 New-Home Quality StudySM

Highest Ranked Builders in Home Quality by Market

Albuquerque, N.M.

Centex Homes

Greensboro, N.C.

Eastwood Homes

Palm Beach, Fla.

Minto Communities

Atlanta, Ga.

John Wieland Homes and
Neighborhoods

Greenville, S.C.

Eastwood Homes

Philadelphia, Penn.

Del Webb

Austin, Texas

David Weekley Homes

Houston, Texas

Trendmaker Homes

Phoenix, Ariz.

T.W. Lewis Company

Central Valley/Fresno, Calif.

KB Home

Inland Empire, Calif.

Standard Pacific Homes

Raleigh/Durham, N.C.

Centex Homes

Charleston, S.C.

Centex Homes

Jacksonville, Fla.

Pulte Homes

Sacramento, Calif.

Centex Homes

Charlotte, N.C.

C.P. Morgan Communities (tie)
John Wieland Homes and
Neighborhoods (tie)

Los Angeles/Ventura, Calif.

Pulte Homes

San Antonio, Texas

Medallion Homes

Las Vegas, Nev.

Centex Homes

San Diego, Calif.

Lennar

Chicago, Ill.

Pulte Homes

Minneapolis, Minn.

Mattamy Homes

San Francisco Bay Area, Calif.

Centex Homes

Columbus, Ohio

Centex Homes

Northern New Jersey

Del Webb

Tampa, Fla.

David Weekley Homes

Dallas/Ft. Worth, Texas

Darling Homes

Orange County, Calif.

Standard Pacific Homes

Tucson, Ariz.

Lennar

Denver/Colorado Springs, Colo.

Classic Homes

Orlando, Fla.

David Weekley Homes

Washington, D.C.

Pulte Homes

Ft. Myers/Naples, Fla.

DiVosta Homes

For more comprehensive rankings by market for new-home builder customer satisfaction, new-home design and new-home quality, visit www.jdpower.com/homes

Source: J.D. Power and Associates 2008 New-Home Quality StudySM

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2008 New Home Builder Customer Satisfaction Study

Dallas Ft. Worth

Award Recipient

Darling Homes





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Company	Ratings Factors					Displaying Factors 1-5 of 10 More
	Overall Customer Satisfaction	Builder's Sales Staff	Builder's Warranty / Customer Service Staff	Workmanship / Materials	Price / Value	
Sort:						
Ashton Woods Homes						
Beazer Homes						
Centex Homes						
Choice Homes						
D.R. Horton						
Darling Homes Award Recipient						
David Weekley Homes						
Del Webb						
Drees Custom Homes						

First Texas Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Fox & Jacobs	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Gehan Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Grand Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Highland Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
History Maker Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Horizon Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Huntington Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
K. Hovnanian	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
KB Home	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Kimball Hill Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Legacy Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Lennar Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Mercedes Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Meritage Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Portrait Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Pulte Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Ryland Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Sotherby Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Standard Pacific Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Toll Brothers	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Wall Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●

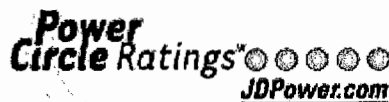
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Scoring Legend

●●●●● Among the best ●●●●● Better than most ●●●●● About average ●●●●● The rest

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2008 New Home Builder Customer Satisfaction Study

Ft. Myers Naples

Award Recipient
Pulte Homes



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Company	Ratings Factors				
	Overall Customer Satisfaction	Builder's Sales Staff	Builder's Warranty / Customer Service Staff	Workmanship / Materials	Price / Value
Sort:					
Adams Homes of NW Florida					
Centex Homes					
DiVosta Homes					
Engle Homes					
Lennar Homes					
Pulte Homes Award Recipient					
Toll Brothers					

Displaying Factors 1-5 of 10 [More](#)

Scoring Legend

●●●●● Among the best ●●●●○ Better than most ●●●○○ About average ●○○○○ The rest

Please note that J.D. Power Consumer Center Ratings may not include all information used to determine J.D. Power and Associates awards.



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2008 New Home Builder Customer Satisfaction Study

Northern New Jersey

Award Recipient

Del Webb



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Company	Ratings Factors					Displaying Factors 1-5 of 10 More
	Overall Customer Satisfaction	Builder's Sales Staff	Builder's Warranty / Customer Service Staff	Workmanship / Materials	Price / Value	
Sort: ▼	▼	▼	▼	▼	▼	
Centex Homes	●●●●○	●●●●○	●●●●○	●●●●○	●●●●○	
D.R. Horton	●●●●○	●●●●○	●●●●○	●●●●○	●●●●○	
Del Webb Award Recipient	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	
K. Hovnanian	●●●●○	●●●●○	●●●●○	●●●●○	●●●●○	
Lennar Homes	●●●●○	●●●●○	●●●●○	●●●●○	●●●●○	
Ryan Homes	●●●●○	●●●●○	●●●●○	●●●●○	●●●●○	
Toll Brothers	●●●●○	●●●●○	●●●●○	●●●●○	●●●●○	

Displaying Factors 1-5 of 10 [More](#)

Scoring Legend

●●●●● Among the best ●●●●○ Better than most ●●●○○ About average ●○○○○ The rest

Please note that J.D. Power Consumer Center Ratings may not include all information used to determine J.D. Power and Associates awards.



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Home Builder Customer Satisfaction Ratings


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2008 New Home Builder Customer Satisfaction Study

Northern New Jersey

Award Recipient

Del Webb



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Company	Ratings Factors					Displaying Factors 1-5 of 10 More
	Overall Customer Satisfaction	Builder's Sales Staff	Builder's Warranty / Customer Service Staff	Workmanship / Materials	Price / Value	
Sort: <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Centex Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	
D.R. Horton	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	
Del Webb Award Recipient	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	
K. Hovnanian	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	
Lennar Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	
Ryan Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	
Toll Brothers	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	

Displaying Factors 1-5 of 10 [More](#)

Scoring Legend

●●●●● Among the best ●●●●○ Better than most ●●●●○ About average ●●●●○ The rest

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Home Builder Customer Satisfaction Ratings

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2008 New Home Builder Customer Satisfaction Study

























































Philadelphia

Award Recipient

Del Webb



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Company	Ratings Factors					Displaying Factors 1-5 of 10 More
	Overall Customer Satisfaction	Builder's Sales Staff	Builder's Warranty / Customer Service Staff	Workmanship / Materials	Price / Value	
Sort: 						
Beazer Homes						
D.R. Horton						
Del Webb Award Recipient						
K. Hovnanian						
NV Homes						
Orleans Homebuilders						
Pulte Homes						
Ryan Homes						
T.H. Properties						
Toll Brothers						

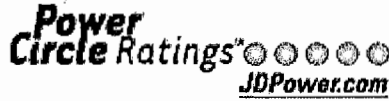
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2008 New Home Builder Customer Satisfaction Study

Phoenix

Award Recipient
Shea Homes

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Company	Ratings Factors					Displaying Factors 1-5 of 10 More
	Overall Customer Satisfaction	Builder's Sales Staff	Builder's Warranty / Customer Service Staff	Workmanship / Materials	Price / Value	
Sort:						
Ashton Woods Homes						
Atreus Homes & Communities						
Beazer Homes						
Brown Family Communities						
Capital Pacific Homes						
Centex Homes						
Continental Homes						
Courtland Homes						

D.R. Horton	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Del Webb	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Dietz-Crane Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Elite Communities	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Engle Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Fulton Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Hacienda Builders	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Homes by Towne	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
K. Hovnanian	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
KB Home	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Lennar Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Maracay Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Meritage Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Pulte Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Richmond American Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Robson Communities	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Ryland Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Shea Homes Award Recipient	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Standard Pacific Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
T.W. Lewis Company	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Taylor Morrison Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Toll Brothers	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Trend Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
William Lyon Homes	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●

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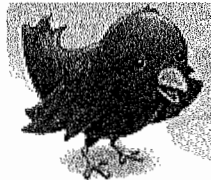
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2008 New Home Builder Customer Satisfaction Study

























































S.F. Bay Area

Award Recipient

Del Webb



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	Overall Customer Satisfaction	Builder's Sales Staff	Builder's Warranty / Customer Service Staff	Workmanship / Materials	Price / Value	
Sort: 						
Centex Homes						
D.R. Horton						
Del Webb Award Recipient						
KB Home						
Lennar Homes						
Meritage Homes						
Pulte Homes						
Shapell Industries						
Shea Homes						
Signature Properties						

Standard Pacific Homes					
Taylor Morrison Homes					
Toll Brothers					
Warmington Homes					

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Home Builder Customer Satisfaction Ratings

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2008 New Home Builder Customer Satisfaction Study

Washington D.C.

Award Recipient
Pulte Homes



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Company	Ratings Factors					Displaying Factors 1-5 of 10 More
	Overall Customer Satisfaction	Builder's Sales Staff	Builder's Warranty / Customer Service Staff	Workmanship / Materials	Price / Value	
Sort: 						
Beazer Homes						
Brookfield Homes						
Centex Homes						
Comstock Homes						
Drees Custom Homes						
K. Hovnanian						
Lennar Homes						
NV Homes						
Pulte Homes Award Recipient						
Richmond						

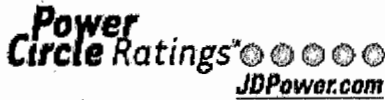
American Homes	Ryan Homes				
Ryland Homes					
Stanley Martin Homes					
Toll Brothers					
Van Metre Homes					
Winchester Homes					

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