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Barratt awarded maximum 5 star rating

Barratt Developments has been rated as 5 star by the Home Builders Federation, in its annual customer satisfaction survey. This is now the seventh year in a row that Barratt has achieved the maximum 5 star rating, the only major national housebuilder to do so.

The independent nationwide survey of more than 45,000 homebuyers revealed that over 90 per cent of Barratt customers would recommend the homes to a friend.

Steven Boyes, deputy chief executive at Barratt Developments, said: "To achieve over 90 per cent customer satisfaction for seven years in a row is major achievement. It is testament to the importance we place on building quality homes and having first class customer service. We are very proud to be rated a 5 star home builder and it is great recognition for everyone – our customers and employees at Barratt."

Executive chairman of the Home Builders Federation, Stewart Baseley, said: "The customer satisfaction survey is an established barometer for measuring house builder's customer service levels. The scheme is an independently monitored survey of the people who really matter to our industry, our customers. To achieve such a high level of customer satisfaction, especially at a time when housing output overall is increasing rapidly, requires commitment from board room to site, and is a fantastic achievement."

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NOTES TO EDITORS:

Barratt Developments PLC sold 16,447 homes in the year to June 2015, making it the biggest housebuilder by volume in Britain. Barratt Group was awarded the maximum five star rating for the seventh consecutive year in the 2016 Home Builders Federation Customer Satisfaction Survey.

Barratt has won more NHBC Pride in the Job awards than any other housebuilder for the last eleven years.