



27 March '19

- Barratt is the only major national housebuilder to be rated as 5 star by its customers for 10 years in a row
- To mark the achievement Barratt donates £500,000 to St Mungo's

Barratt Developments, the country's largest housebuilder, has just received 5 stars in the new Home Builders Federation (HBF) annual customer satisfaction survey. This is now the 10th year in a row that Barratt has been awarded 5 stars.

The HBF survey asks all customers who have bought a new home whether they would recommend it to a friend. For Barratt to be awarded 5 stars means that more than 90% of its customers are happy to recommend their home. Barratt is the only major national housebuilder to have been rated as 5 star for 10 years in a row.

To mark the award of being a 5 star builder 10 years in a row, Barratt and homelessness charity St Mungo's are announcing a major new £500,000 three year partnership to improve the lives of people experiencing homelessness. As the country's biggest housebuilder Barratt is committed to creating a positive legacy working with charities and good causes throughout the UK.

Over the past 10 years that Barratt has been a 5 star housebuilder more than 57,000 customers have said they are happy to recommend their homes to a friend. This high level of satisfaction comes from the focus Barratt has on quality, design and looking after its customers, particularly post sale.

The HBF New Homes Survey is one of the largest surveys of its type in the country, with 50,000 new owners completing it each year. The simple star rating was developed to make it easy for people to understand which housebuilders have the most satisfied customers.

David Thomas, chief executive of Barratt Developments, commented: “Our vision is to lead the future of housebuilding by putting the customer at the heart of everything we do. So for us the release of the HBF customer satisfaction survey is one of the most important dates in the calendar and the scores are a real marker for us as a business. We are enormously proud to be the only major national housebuilder to be rated as 5 star for the past 10 years and will continue to work as hard as we can to keep our customers satisfied.”

Stewart Baseley, executive chairman of the Home Builders Federation said: “Getting a positive endorsement from the people who buy and live in the homes they build has to be the number one priority for a successful home builder. A 5 star rating demonstrates quite clearly that the processes and culture put in place to achieve this are being implemented effectively across the business. Delivering such high levels of customer satisfaction should provide customers with real confidence in the company and the homes that they build.”

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NOTES TO EDITORS:

Barratt Developments plc sold 17,579 homes in the year to June 2018, making it the biggest housebuilder by volume in Britain. Over the past six years Barratt Group has increased its housing output by more than 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 awards than any other housebuilder. For more information visit www.barrattdevelopments.co.uk