

23 March '23

- Barratt Developments awarded 5 stars by its customers for a record 14 years in a row
- More than 90% of customers would recommend Barratt to a friend

Barratt Developments, the country's largest housebuilder, has received the maximum 5 star rating in the new Home Builders Federation (HBF) annual New Homes Customer Satisfaction Survey.

This is the fourteenth year in a row that Barratt has achieved the top 5 star rating – no other housebuilder comes close to matching that record.

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

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

Barratt is committed to building high quality, energy efficient homes and making sure its customers are happy when they buy their new home. It is this focus on customer satisfaction and building homes that people love living in, which delivers such consistently high recommendation scores.

Stewart Baseley, Executive Chairman of the Home Builders Federation (HBF) said: “Providing a customer experience that results in 90% of consumers recommending you is a fantastic achievement for Barratt. Homebuilders remain focused on improving the experience of customers. The creation of an independent New Homes Ombudsman and robust Consumer Code will support this drive, leading to increased quality and service standards across the board.”

The new 5 star rating comes on top of Barratt having the best site manager in the country, after Kirk Raine recently won the top Supreme award at the NHBC Pride in the Job Quality Awards. The competition is known as the ‘Oscars’ of the housebuilding industry, with over 11,000 site managers being entered into it, but only one winning a Supreme award for large housebuilders.

Steven Boyes, Chief Operating Officer at Barratt Developments, said: “We put the customer at the heart of everything we do, and building high quality homes is fundamental to that. To have been rated as a 5 star housebuilder by over 90% of our customers for 14 years in a row is something we work really hard to achieve. The best recommendation is one from a friend, so it’s great to know that so many of our customers recommend our homes.”

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For more information, please contact:

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About Barratt Developments PLC:

Barratt Developments plc is the country’s largest housebuilder. Barratt is committed to building high quality homes and this year received more NHBC Pride in the Job Quality awards than any other housebuilder for the 18th year in a row and was awarded 5 stars by its customers in the HBF satisfaction survey for the 14th year in a row. For more information visit www.barrattdevelopments.co.uk