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# HOMEBUYERS' CHOICE AWARDS 2019

POWERED BY ELIAANT

**OVERVIEW**

For nearly 25 years the Eliaant Homebuyers' Choice Awards has been the arbiter of superior customer experience in the homebuilding industry. Powered by Eliaant's best-in-class technology, reliable data, and actionable insights, the awards consist of 12 categories, each reflective of the values, opinions and experiences of more than 125,000 recent homebuyers from 150+ major new homebuilders across the U.S.

**HOSTED BY**

Eliaant, Inc.

**WEBSITE**

[Eliaant.com/choice-awards/](http://Eliaant.com/choice-awards/)

**EVENT DETAILS**

March 14, 2019  
Newport Beach Country Club  
1 Clubhouse Drive  
Newport Beach, CA 92660

**SPONSORS**

loanDepot  
First American Title  
My Home's Story  
LJP Construction  
JWilliams Staffing

**SELECTION CRITERIA**

The top honor at the Homebuyers' Choice Awards—**The Eliaant**—is presented to the two highest-rated home builders based on customers' ratings of three key measures in the **Eliaant Home** multi-stage survey series. Captured at move-in and year-end, the measures are:

1. Home quality satisfaction
2. Builder met commitments
3. Customer's willingness to recommend

All other awards are given for homebuyers' satisfaction with five key elements of the purchase and ownership experience.

SELECTION  
CRITERIA CONT.

The categories are:

1. The Purchase Experience (Move-In Survey)
2. The Design Selection Experience (Move-In Survey)
3. First Year Customer Service Experience (Mid-Year and Year-End Surveys)
4. First Year Quality (Year-End Survey)
5. Highest Percent of Sales from Referrals (Move-In Survey: "Were you referred to this builder by a friend?")

Elant also recognizes the Most Improved Builder, based on year-over-year homebuyer survey response data.

The top individual representatives in the areas of sales, construction, design and customer service also receive awards. Homebuyers rated these representatives as the best in the nation at delivering extraordinary customer experiences.

Winners of the *Elant Homebuyers' Choice Awards 2019* are based on scores from all surveys received from January 1, 2018–December 31, 2018, regardless of closing date.

BUILDER CATEGORY  
SEGMENTS

Award categories are broken into three segments based on total 2018 closings. First, second, third and honorable mention awards are given to builders in each of the three segments per builder award category.

- **High-Volume Builders or Divisions:** 276+ homes closed
- **Large-Volume Builders or Divisions:** 126-275 homes closed
- **Medium-Volume Builders or Divisions:** <125 homes closed

2019 AWARD WINNERS

PURCHASE  
EXPERIENCE

High-Volume Builders

First Place: Irvine Pacific, California

Second Place: The Olson Company, Southern California

Third Place: Robson Resort Communities, Arizona/Texas

Honorable Mention: Century Communities, NorCal–Bay Area and Classic Homes, Colorado Springs

Large-Volume Builders

First Place: The New Home Company, Southern California

Second Place: Century Communities, NorCal–Central Valley

Third Place (TIE):

- Boulder Creek Neighborhoods, Colorado
- Signature Homes, California

Honorable Mention: Landmark Homes, Pennsylvania

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Medium-Volume Builders

First Place: Rosewood Homes, Arizona  
Second Place: Anthem United Communities, Sacramento  
Third Place: Grand Homes, Texas-West  
Honorable Mention: Giddens Homes, Texas and JayMarc Homes, Washington

DESIGN EXPERIENCE

High-Volume Builders

First Place: Irvine Pacific, California  
Second Place: Minto Communities-USA, Florida & South Carolina  
Third Place: Robson Resort Communities, Arizona/Texas  
Honorable Mention: Century Communities, Houston and William Lyon Homes, Southern California

Large-Volume Builders

First Place: Century Communities, NorCal-Central Valley  
Second Place: The New Home Company, Southern California  
Third Place: Gentry Homes, Hawaii  
Honorable Mention: TRI Pointe Homes, Colorado and FCB Homes, Stockton

Medium-Volume Builders

First Place: Century Communities, San Antonio  
Second Place: Anthem United Communities, Sacramento  
Third Place: Rosewood Homes, Arizona  
Honorable Mention: HISTORYMAKER Homes, Houston and McKee Builders, Pennsylvania

FIRST YEAR QUALITY

High-Volume Builders

First Place: The Olson Company, Southern California  
Second Place: Minto Communities-USA, Florida & South Carolina  
Third Place: Irvine Pacific, California  
Honorable Mentions: Woodside Homes, California-Fresno; William Lyon Homes, Southern California and Classic Homes, Colorado Springs

Large-Volume Builders

First Place: The New Home Company, Southern California  
Second Place: Century Communities, NorCal-Central Valley  
Third Place: Grand Homes, Texas-East  
Honorable Mention: McCaffrey Homes, Fresno and GL Homes of Florida, Palm Beach Luxury

Medium-Volume Builders

First Place: Rosewood Homes, Arizona  
Second Place: Giddens Homes, Texas  
Third Place: Label & Co., Florida  
Honorable Mention: Grand Homes, Texas-North and Tim Lewis Communities, Northern California

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**FIRST YEAR CUSTOMER  
SERVICE EXPERIENCE**

High-Volume Builders

First Place: The Olson Company, Southern California

Second Place: Irvine Pacific, California

Third Place: William Lyon Homes, Southern California

Honorable Mention: TRI Pointe Group-Pardee Homes, Inland Empire and Minto Communities-USA, Florida & South Carolina

Large-Volume Builders

First Place: The New Home Company, Southern California

Second Place: Grand Homes-Texas, East

Third Place: Century Communities, NorCal-Central Valley

Honorable Mention: TRI Pointe Homes, Colorado and Gentry Homes, Hawaii

Medium-Volume Builders

First Place: Rosewood Homes, Arizona

Second Place: Century Communities, Southern California

Third Place: Giddens Homes, Texas

Honorable Mention: HISTORYMAKER Homes, Houston and TRI Pointe Group - Pardee Homes, Los Angeles

**HIGHEST PERCENT  
OF SALES FROM  
REFERRALS**

High-Volume Builders

First Place: Irvine Pacific, California (45.6%)

Second Place: Century Communities, Houston (35.5%)

Third Place: Century Communities, NorCal-Bay Area (34.7%)

Honorable Mention: TRI Pointe Group-Pardee Homes, San Diego (33.2%) and Classic Homes, Colorado Springs (32.7%)

Large-Volume Builders

First Place: McCaffrey Homes, Fresno (48.2%)

Second Place: GL Homes of Florida-Palm Beach Adult (40.3%)

Third Place: GL Homes of Florida-Palm Beach Luxury (38.5%)

Honorable Mention: Gentry Homes, Hawaii (36%) and Century Communities, NorCal-Central Valley (35.5%)

Medium-Volume Builders

First Place: Grand Homes, Texas-West (30.4%)

Second Place: MainVue Homes, Dallas (30%)

Third Place: Grand Homes, Texas-North-East (28.9%)

Honorable Mention: TRI Pointe Group-Pardee Homes, Los Angeles (26.3%) and Rosewood Homes, Arizona (25.9%)

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**MOST IMPROVED  
BUILDER**

First Place: Grand Homes, Texas-West  
Second Place: Zephyr, Southern California  
Third Place: William Lyon Homes, Northern California  
Honorable Mention: Century Communities, Austin and Century Communities, Houston

**SALES  
REPRESENTATIVE  
OF THE YEAR**

Medium-Volume Survey Responses

First Place (TIE): place:

- Farrah Larson of The New Home Company, Southern California
- Terri Mendoza of Irvine Pacific, California

Third Place: James Coleman, Century Communities, NorCal-Central Valley  
Honorable Mention (TIE): Iran Pulido, MBK Homes/The New Home Company-Southern California and Linda Drinkwater, Robson Resort Communities, Arizona/Texas

High-Volume Survey Responses

First Place (TIE):

- Heidi Chiang, MBK Homes/The New Home Company, Southern California
- Leticia Romero, MBK Homes/The New Home Company, Southern California

Third Place: Patricia Wolsky, Irvine Pacific, California  
Honorable Mention: Bonnie McClain, Irvine Pacific, California and Kim Studley, William Lyon Homes, Southern California

**CONSTRUCTION  
REPRESENTATIVE  
OF THE YEAR**

Medium-Volume Survey Responses

First Place: Melvin Barahona, Century Communities, Houston

Second Place (TIE):

- Dan Powell, TRI Pointe Group, Maracay Homes
- Pat Myers, Robson Resort Communities, Arizona/Texas

Honorable Mention: John Fent, Century Communities, NorCal-Central Valley and Diana Richard, Minto Communities-USA, Florida & South Carolina

High-Volume Survey Responses

First Place: Scott Law, MBK Homes/The New Home Company, Southern California

Second Place: Dave Wimett, Robson Resort Communities, Arizona/Texas

Third Place (TIE):

- Allan Cumston, Minto Communities-USA, Florida & South Carolina
- John Orlandi, Robson Resort Communities, Arizona/Texas

Honorable Mention (TIE): Dennis Weaver, TRI Pointe Homes, Northern California and Jeff Williams, TRI Pointe Homes, Northern California

**DESIGN  
REPRESENTATIVE  
OF THE YEAR**

Medium-Volume Survey Responses

First Place: Joy Gorey, The New Home Company, Southern California

Second Place: Melissa Rasmussen, Robson Resort Communities, Arizona/Texas

Third Place: Cheryl Cervantes, Irvine Pacific, California

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DESIGN  
REPRESENTATIVE  
OF THE YEAR CONT.

*Honorable Mention (TIE): Deana Ronquillo, Robson Resort Communities, Arizona/Texas and Kelly Weese, Robson Resort Communities, Arizona/Texas*

High-Volume Survey Responses

First Place: Angela Rinaldi, Minto Communities-USA, Florida & South Carolina

Second Place: Terry Konkell, Irvine Pacific, California

Third Place: Nancy Semas, Anthem United Communities, Sacramento

*Honorable Mention: Elvia Ramirez, Century Communities, NorCal-Central Valley and Lori Pinney, Minto Communities-USA, Florida & South Carolina*

CUSTOMER SERVICE  
REPRESENTATIVE  
OF THE YEAR

Medium-Volume Survey Responses

First Place: Haissam Baayoun, Irvine Pacific, California

Second Place: Alex Lujan, MBK Homes/The New Home Company, Southern California

Third Place (TIE):

- Anthony Zavala, Irvine Pacific, California
- Jared Kent, Grand Homes, Texas-East
- Matt Smelser, The Olson Company, Southern California

High-Volume Survey Responses

First Place: Paul Drake, Century Communities, NorCal-Central Valley

Second Place: Bob Coates, TRI Pointe Group-Pardee Homes, Inland Empire

Third Place (TIE)

- Daryl Davis, Irvine Pacific, California
- Robert Lilly, MBK Homes/The New Home Company, Southern California

*Honorable Mention (HM): Jeff Bolton, Grand Homes, Texas-East*

CUSTOMER  
EXPERIENCE LEADER  
OF THE YEAR

Sabina Schleicher, Minto Communities-USA, Florida & South Carolina

THE ELIANT AWARD  
FOR OVERALL  
HOME PURCHASE  
& OWNERSHIP  
EXPERIENCE

Single-Division Builders

First Place: Rosewood Homes, Phoenix, Arizona

Second Place: The Olson Company, Seal Beach, CA

Third Place: Minto Communities-USA, Florida & South Carolina

*Honorable Mention: Giddens Homes, Austin, Texas and Irvine Pacific, California*

Multi-Divisional Builders

First Place: The New Home Company, Aliso Viejo, CA

Second Place: Grand Homes, Dallas, TX

Third Place: TRI Pointe Group, Newport Beach, CA

*Honorable Mention: William Lyon Homes, Newport Beach, CA and Tim Lewis Communities, Roseville, CA*