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Homebuilding experience management firm Eliant announces winners of 23rd Annual Homebuyers' Choice Awards 2019

The New Home Company comes in first among multi-divisional builders; Rosewood Homes named top single-division builder; Sabina Schleicher of Minto Communities-USA wins top individual honor

ALISO VIEJO, CA – Homebuilders who provided their customers with the best purchase and ownership experiences, according to surveyed homebuyers, have been honored in the 23rd annual Eliant Homebuyers' Choice Awards.

Homebuyers' Choice Awards are presented annually by **Eliant** (www.eliant.com), a customer experience management company that has been surveying buyers of new homes for more than 35 years. For 2019, the winning builders were determined by analyzing the results of 125,000 surveys administered to homebuyers from more than 150 major homebuilders across the U.S. 27 first place awards were given. Although 40% of Eliant's clients are east of the Mississippi, western builders dominated this year's awards.

The event's top award is *The Eliant*. A cumulative award given to builders who rate highest for Best Overall Purchase and Ownership Experience, this year's highest honor was awarded to **The New Home Company** and **Rosewood Homes** for the multi-division and single-division segments, respectively.

Top Awards Recipients

The New Home Company was also honored with First Place awards for Purchase Experience, First Year Customer Service Experience, and First Year Quality among all large-volume builders. In addition, eight New Home Company representatives were identified by homeowners as the nation's best at delivering extraordinary customer experiences.

"We are thrilled to recognize The New Home Company for its focus on and ability to deliver excellence in customer satisfaction," said Bob Mirman, founder and chief executive officer of Eliant. Lawrence Webb, chairman and CEO of The New Home Company, added "The Eliant Award is the ultimate recognition of the service we provide because it is judged by our customers. Everyone at The New Home Company is committed to delivering outstanding customer experiences and this award is a great honor."

For the fifth time in 10 years Scottsdale, Arizona-based **Rosewood Homes** earned The Eliant award for the single-division builder segment. Rosewood Homes received a grand total of six Homebuyers' Choice Awards, winning First Place awards

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for Purchase Experience, First Year Customer Service Experience and First Year Quality among all qualifying medium-volume builders.

“This award can only be earned through an unwavering commitment to delivering outstanding customer service and we are honored to recognize Rosewood Homes for its excellence in exceeding homebuyers’ expectations,” declared Mirman. David Kitnick, president of Rosewood Homes, commented “We will never become complacent and we will always aim to deliver an unsurpassed level of service to our customer. This award reassures us that we are meeting our goals, and it’s great to be recognized at such a prestigious event.”

The recipient of the top individual honor, the 2019 First American Customer Experience Leader of the Year Award, was Minto Communities-USA Customer Excellence Manager **Sabina Schleicher**.

The Homebuyers’ Choice Awards 2019 were sponsored by **loanDepot**, **First American Title**, **My Home’s Story**, **LJP Construction**, and **JWilliams Staffing**. For a complete list of winners and detailed selection criteria, visit Elant.com/choice-awards.

About the Homebuyers’ Choice Awards

For nearly 25 years the Elant Homebuyers’ Choice Awards has been the arbiter of superior customer experience in the homebuilding industry. Powered by Elant’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.

About Elant

Established in 1984 as the original homebuyer survey company, Elant has evolved into a full-service experience management partner to the homebuilding industry. Powered by superior assessments and best-in-class technology, Elant offers homebuilders, vendors, trades, lenders and consumers reliable answers to their most critical homebuilding and home buying questions. Headquartered in Aliso Viejo, CA, Elant is the parent of the annual Homebuyers’ Choice Awards, arbiter of homebuyer satisfaction in the homebuilding industry.