

# HOMEBUYERS' CHOICE AWARDS 2020

POWERED BY ELIANT

## OVERVIEW

For nearly 25 years the Eliant Homebuyers' Choice Awards has been the arbiter of superior customer experience in the homebuilding industry. Powered by Eliant's best-in-class technology, reliable data, and actionable insights, the awards consist of 13 categories, each reflective of the values, opinions, and experiences of more than 170,000 recent homebuyers from 178 major new homebuilders across the U.S.

## HOSTED BY

Eliant, Inc.

## WEBSITE

[Eliant.com/choice-awards/](https://eliant.com/choice-awards/)

## EVENT DETAILS

March 5, 2020  
Wedgewood Meetings & Events Center  
31 Santa Barbara Drive  
Aliso Viejo, CA 92656

## SPONSORS

Pacific Sunbelt Mortgage  
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## SELECTION CRITERIA

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

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

SELECTION  
CRITERIA CONT.

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

The categories are:

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

Eliant 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 *Eliant Homebuyers' Choice Awards 2020* are based on scores from all surveys received from January 1, 2019–December 31, 2019, regardless of closing date.

BUILDER CATEGORY  
SEGMENTS

Award categories are broken into three segments based on total 2019 closings. First, second, third, fourth and fifth place 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

2020 AWARD WINNERS

PURCHASE  
EXPERIENCE

High-Volume Builders

First Place: Century Communities, Bay Area

Second Place: The New Home Company, Southern California

Third Place: Woodside Homes, Arizona

Fourth Place (TIE):

- TRI Pointe Homes, Southern California
- Green Brick Partners, CB JENI Homes

**PURCHASE  
EXPERIENCE CONT.**

Large-Volume Builders

First Place: The Olson Company  
Second Place: Irvine Pacific  
Third Place: HistoryMaker Homes, Houston  
Fourth Place: Landmark Homes  
Fifth Place: Century Communities, Southern California

Medium-Volume Builders

First Place: Label & Co.  
Second Place: Anthem United Communities  
Third Place: Giddens Homes  
Fourth Place: Camelot Homes  
Fifth Place: Rosewood Homes

**DESIGN EXPERIENCE**

High-Volume Builders

First Place: Century Communities, Bay Area  
Second Place: The New Home Company, Southern California  
Third Place (TIE):

- Minto Communities-USA
- Century Communities, Central Valley

Fifth Place: TRI Pointe Homes, Southern California

Large-Volume Builders

First Place: Irvine Pacific  
Second Place: The Olson Company  
Third Place: Level Homes  
Fourth Place: HistoryMaker Homes, Houston  
Fifth Place: Gentry Homes

Medium-Volume Builders

First Place: Label & Co.  
Second Place (TIE):

- Anthem United Communities
- Camelot Homes

Third Place: Giddens Homes  
Fourth Place: Rosewood Homes

FIRST YEAR QUALITY

High-Volume Builders

First Place: Century Communities, Central Valley  
Second Place: The New Home Company, Southern California  
Third Place: Minto Communities-USA  
Fourth Place: Century Communities, Bay Area  
Fifth Place: Woodside Homes, CA-Fresno

Large-Volume Builders

First Place: The Olson Company  
Second Place: Irvine Pacific  
Third Place: Grand Homes, East  
Fourth Place: FCB Homes  
Fifth Place: GL Homes of FL, Tampa

Medium-Volume Builders

First Place: Rosewood Homes  
Second Place: Giddens Homes  
Third Place: Grand Homes, North  
Fourth Place: Anthem United Communities  
Fifth Place: McCaffrey Homes

FIRST YEAR CUSTOMER  
SERVICE EXPERIENCE

High-Volume Builders

First Place: The New Home Company, Southern California  
Second Place: Century Communities, Central Valley  
Third Place: Century Communities, Bay Area  
Fourth Place: Minto Communities-USA  
Fifth Place: TRI Pointe Homes, Southern California

Large-Volume Builders

First Place: The Olson Company  
Second Place: Irvine Pacific  
Third Place: Landsea Homes, Northern California  
Fourth Place: GL Homes of FL, St. Lucie, Adult  
Fifth Place: TRI Pointe Group, Pardee Homes, Los Angeles

Medium-Volume Builders

First Place: Rosewood Homes  
Second Place: The New Home Company, Arizona  
Third Place: Giddens Homes  
Fourth Place: Landsea Homes, New York Metro  
Fifth Place: Grand Homes, North

HIGHEST PERCENT  
OF SALES FROM  
REFERRALS

High-Volume Builders

First Place: Granite Ridge Builders  
Second Place: Hubble Homes  
Third Place: Century Communities, Bay Area  
Fourth Place: Century Communities, Houston  
Fifth Place: Century Communities, Central Valley

Large-Volume Builders

First Place: Irvine Pacific  
Second Place: GL Homes of FL, Palm Beach Adult  
Third Place: Level Homes  
Fourth Place (TIE):

- GL Homes of FL, Palm Beach Family
- GL Homes of FL, Palm Beach Luxury

Medium-Volume Builders

First Place: MainVue Homes, Dallas  
Second Place: Grand Homes, West  
Third Place: Zephyr  
Fourth Place: Label & Co.  
Fifth Place: Grand Homes, North

MOST IMPROVED  
BUILDER

First Place: Century Communities, Utah  
Second Place: Century Communities, Denver Multi-Family  
Third Place: Woodside Homes, CA-North  
Fourth Place: Century Communities, North Carolina  
Fifth Place: Boise Hunter Homes, Idaho

BEST CUSTOMER  
COMMUNICATION

Builder

First Place: The Olson Company  
Second Place: Camelot Homes  
Third Place: Irvine Pacific  
Fourth Place: Label & Co.  
Fifth Place: Giddens Homes

SALES  
REPRESENTATIVE OF  
THE YEAR

Large-Volume Survey Responses

First Place: Blake Wuellner, Century Communities, Austin  
Second Place: Norma Ramos, Century Communities, Bay Area  
Third Place (TIE):

- Nancy Goldrain, Century Communities, Bay Area
- Roseline Serrano, Label & Co.
- Janet Evans, Green Brick Partners, CB JENI Homes

SALES  
REPRESENTATIVE OF  
THE YEAR CONT.

Medium-Volume Survey Responses

First Place: Michael Wang, The New Home Company, Southern California

Second Place (TIE):

- Joann Piceno, William Lyon Homes, Southern California
- Bethann Frusco-Dumont, Century Communities, Las Vegas
- Chantel Lamphear, The New Home Company, Northern California
- Ruben Hernandez, The Olson Company

CONSTRUCTION  
REPRESENTATIVE OF  
THE YEAR

Large-Volume Survey Responses

First Place: Daniel Bugher, Minto Communities-USA

Second Place: John Ferguson, Minto Communities-USA

Third Place (TIE):

- Dave Severance, Century Communities, Bay Area
- Saul Martinez Galvan, Century Communities, Bay Area
- Ben Sharif, TRI Pointe Homes, Bay Area

Medium-Volume Survey Responses

First Place (TIE):

- Kurt Depuydt, Minto Communities-USA
- Patrick Milks, TRI Pointe Group, Pardee Homes San Diego

Third Place (TIE):

- Brandon Dwyer, Minto Communities-USA
- Kevin Kingsley, Robson Resort Communities
- Robert M. Prugger, Woodside Homes, Arizona

DESIGN  
REPRESENTATIVE OF  
THE YEAR

Large-Volume Survey Responses

First Place: Nancy Semas, Anthem United Communities

Second Place: Savannah Foster, Minto Communities-USA

Third Place: Jessica Fletcher, Century Communities, Bay Area

Fourth Place: Patricia Fernandez, Label & Co.

Fifth Place: Angela Rinaldi, Minto Communities-USA

Medium-Volume Survey Responses

First Place: Anne Mandala, The Olson Company

Second Place: Terrance Konkel, Irvine Pacific

Third Place (TIE):

- Katie Thompson, Robson Resort Communities
- Megan Lopez, Robson Resort Communities

Fifth Place: Kristi Ulloa, Wathen Castanos

CUSTOMER SERVICE  
REPRESENTATIVE OF  
THE YEAR

Large-Volume Survey Responses

First Place: Paul Drake, Century Communities, Central Valley  
Second Place: Larry McCallum, Irvine Pacific  
Third Place: Darin Zekavat, TRI Pointe Homes, Southern California  
Fourth Place: Craig Avila, Century Communities, Bay Area  
Fifth Place: Chad Williams, Robson Resort Communities

Medium-Volume Survey Responses

First Place: Matt Smelser, The Olson Company  
Second Place: Alyssa Arnold, TRI Pointe Group, Pardee Homes Inland Empire  
Third Place: Haissam Baayoun, Irvine Pacific  
Fourth Place: Katrina Robinson, The New Home Company, Northern California  
Fifth Place: Alex Lujan, The New Home Company, Arizona

CUSTOMER  
EXPERIENCE LEADER  
OF THE YEAR

Dave Patwell, Irvine Pacific

THE ELIANT AWARD  
FOR OVERALL  
HOME PURCHASE  
& OWNERSHIP  
EXPERIENCE

Single Division

First Place: The Olson Company  
Second Place: Rosewood Homes  
Third Place: Irvine Pacific  
Fourth Place: Giddens Homes  
Fifth Place: Minto Communities-USA

Multiple Division

First Place: The New Home Company  
Second Place: TRI Pointe Group  
Third Place: Grand Homes  
Fourth Place: Landsea Homes  
Fifth Place: MainVue Homes