

HOMEBUYERS' CHOICE AWARDS 2023

OVERVIEW

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 award-winners are based on the values, opinions, and experiences of more than 190,000 recent homebuyers from over 200 major new homebuilders across the U.S.

HOSTED BY

Eliant, Inc.

WEBSITE

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

EVENT DETAILS

March 16, 2023

SELECTION CRITERIA

The top honor at the Homebuyers' Choice Awards—The Eliant—is presented to the highest-rated single division homebuilders and the highest-rated multi-division homebuilders 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

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

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. Percent of Sales from Referrals (Move-In Survey: "Were you referred to this builder by a friend?")

SELECTION
CRITERIA CONT.

The Most Improved Builder is awarded to the builder who has the most outstanding “Key Measures” score improvement compared to the previous year. Eliant also recognizes the Best Customer Communication of a builder, based on specific questions asked at Move-In, Mid-Year, and Year-End.

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.

- **High-Volume Representatives: >=25 surveys**
- **Medium-Volume Representatives: 15-24 surveys**

The Customer Experience Leader of the Year is an individual who has gone above and beyond for their clients. This award’s selection criteria is based on key measures, Most Improved, and First-Year Customer Service (Mid-Year and Year-End Surveys).

Winners of the *Eliant Homebuyers' Choice Awards 2023* are based on scores from all surveys received from January 1, 2022–December 31, 2022, regardless of closing date.

BUILDER CATEGORY
SEGMENTS

Award categories are broken into three segments based on the total 2022 closings. First, second, third, and honorable mention awards are given to builders in the three segments per builder award category.

- **High-Volume Builders or Divisions:** 276+ homes closed
- **Large-Volume Builders or Divisions:** 100-275 homes closed
- **Medium-Volume Builders or Divisions:** 25-99 homes closed

2023 AWARD WINNERS

PURCHASE
EXPERIENCE

High-Volume Builders

First Place (TIE):

- Park Square Homes, Orlando
- Irvine Pacific

Third Place: Chesmar Homes, Houston South

Fourth Place: Tri Pointe Homes, Orange County-Los Angeles

Fifth Place: Tri Pointe Homes, Las Vegas

**PURCHASE
EXPERIENCE** CONT

Large-Volume Builders

First Place: Olson Homes

Second Place: Chesmar Homes, Dallas-Fort Worth

Third Place: Tri Pointe Homes, Washington

Fourth Place (TIE):

- View Homes, Horizon View Homes
- Tri Point Homes, Austin

Medium-Volume Builders

First Place: Olthof Homes, Fort Wayne

Second Place: Wheeler Home

Third Place: Camelot Homes

Fourth Place: Boulder Creek Neighborhoods

Fifth Place: Lexington Homes

DESIGN EXPERIENCE

High-Volume Builders

First Place: Century Communities, Southern California

Second Place: Chesmar Homes, Houston South

Third Place: Chesmar Homes, Houston North

Fourth Place: Park Square Homes, Orlando

Fifth Place: Century Communities, Houston

Large-Volume Builders

First Place: View Homes, Horizon View Homes

Second Place: Chesmar Homes, San Antonio

Third Place: Olson Homes

Fourth Place: Chesmar Homes, Houston West

Fifth Place: Label & Co

Medium-Volume Builders

First Place: Lexington Homes

Second Place: Camelot Homes

Third Place: Wheeler Home

Fourth Place: Boone Homes

Fifth Place: The Jones Company of Tennessee, Consort Homes

FIRST YEAR QUALITY

High-Volume Builders

First Place: Minto Communities - USA

Second Place: Tri Pointe Homes, Orange County-Los Angeles

Third Place: Tri Pointe Homes, Charlotte

Fourth Place: Tri Pointe Homes, Las Vegas

Fifth Place: Tri Pointe Homes, Sacramento

FIRST YEAR QUALITY

CONT.

Large-Volume Builders

First Place: Olson Homes
Second Place: New Home Co., Southern California
Third Place: Grand Homes, East
Fourth Place: Label & Co.
Fifth Place: Century Communities, Austin

Medium-Volume Builders

First Place: Akel Homes
Second Place: Wheeler Home
Third Place: Winter Homes
Fourth Place: Boone Homes
Fifth Place: Camelot Homes

FIRST YEAR CUSTOMER
SERVICE EXPERIENCE

High-Volume Builders

First Place: Tri Pointe Homes, Orange County-Los Angeles
Second Place: Shaddock Homes
Third Place: Minto Communities - USA
Fourth Place: Tri Pointe Homes, Sacramento
Fifth Place: Tri Pointe Homes, Bay Area

Large-Volume Builders

First Place: Olson Homes
Second Place: New Home Co., Southern California
Third Place: Grand Homes, East
Fourth Place: Ence Homes
Fifth Place: New Home Co., Arizona

Medium-Volume Builders

First Place: Boone Homes
Second Place: Giddens Homes
Third Place: Conner Homes
Fourth Place: Boulder Creek Neighborhoods
Fifth Place: Winter Homes

HIGHEST PERCENT
OF SALES FROM
REFERRALS

High-Volume Builders

First Place: Ole South Properties
Second Place: Century Communities, Bay Area
Third Place (TIE):

- GL Homes, St. Lucie Adult
- Irvine Pacific

Fifth Place: GL Homes, Palm Beach Luxury

HIGHEST PERCENT
OF SALES FROM
REFERRALS CONT

Large-Volume Builders

First Place: GL Homes, Palm Beach Adult
Second Place: Gentry Homes
Third Place: Grand Homes, North
Fourth Place: Landsea Homes, Northern California
Fifth Place: McCaffrey Homes

Medium-Volume Builders

First Place: Barbera Homes
Second Place: Wheeler Home
Third Place: Boone Homes
Fourth Place: American Southern Homes, Evermore Homes
Fifth Place (TIE):

- Akel Homes
- Keystone Homes, North Carolina West

MOST IMPROVED
BUILDER

Builder

First Place: Century Communities, Century Complete-Coast
Second Place: Grand Homes, West
Third Place: View Homes, San Antonio
Fourth Place: Landsea Homes, Southern California
Fifth Place: Pacific Communities

BEST CUSTOMER
COMMUNICATION

Builder

First Place: Olson Homes
Second Place: Chesmar Homes, Houston North
Third Place (TIE):

- Chesmar Homes, Houston South
- Tri Pointe Homes, Austin

Fifth Place: New Home Co., Arizona

SALES
REPRESENTATIVE OF
THE YEAR

High-Volume Survey Responses

First Place: Mike Mahdi, Tim Lewis Communities, Northern California
Second Place (TIE):

- Vinnie Vo, Chesmar Homes, Houston West
- Benjamin Russell, Green Brick Partners, CB JENI Homes

Fourth Place: Ann M. Fitzgerald-Winick, Tri Pointe Homes, Orange County-Los Angeles
Fifth Place (TIE):

- Donna Mitchell-Girnius, Tri Pointe Homes, Las Vegas
- Faryn Bills, Chesmar Homes, Houston North
- Susie Lam, Tri Pointe Homes, Orange County-Los Angeles

SALES
REPRESENTATIVE OF
THE YEAR CONT

Medium-Volume Survey Responses

First Place: Monica Phillips, Century Communities, Atlanta

Second Place (TIE):

- Lixsana Perez, Tri Pointe Homes, Orange County-Los Angeles
- Elliot Light, Olson Homes

Fourth Place (TIE):

- Trese Brickley, Century Communities, Atlanta
- Michael Carter, Tri Pointe Homes, Las Vegas

DESIGN
REPRESENTATIVE OF
THE YEAR

High-Volume Survey Responses

First Place: Alisha Darby, Chesmar Homes, Houston North

Second Place: Vinnie Vo, Chesmar Homes, Houston West

Third Place: Mindy Hamilton, New Home Co., Northern California

Fourth Place (TIE):

- Annie Collison, Baessler Homes
- Eric Freeman, Chesmar Homes, Houston South
- Vince Segura, Chesmar Homes, Austin

Medium-Volume Survey Responses

First Place: Isaac Gonzales, Chesmar Homes, San Antonio

Second Place: Jon McLemore, Chesmar Homes, Dallas-Fort Worth

Third Place: Clay Lee, Chesmar Homes, Houston South

Fourth Place: Julianna Clipson, Chesmar Homes, Houston North

Fifth Place (TIE):

- Alisa Strength, Chesmar Homes, Houston South
- Faryn Bills, Chesmar Homes, Houston North
- Ralph Plaza, Chesmar Homes, Central Texas

CONSTRUCTION
REPRESENTATIVE OF
THE YEAR

High-Volume Survey Responses

First Place: David A. Williams, Minto Communities - USA

Second Place: Luis Monterroso, Century Communities, Las Vegas

Third Place (TIE):

- Chad Dennis, Minto Communities - USA
- Matt Cole, Minto Communities - USA

Fifth Place (TIE):

- Erig Landin, Tri Pointe Homes, Las Vegas
- Alex Oswald, Century Communities, Southern California

CONSTRUCTION
REPRESENTATIVE OF
THE YEAR CONT

Medium-Volume Survey Responses

First Place (TIE):

- Mike Jablonski, Century Communities, Century Complete-Phoenix Tucson
- Oscar Jaimes, Minto Communities - USA
- Chris Tschumperlin, Tri Pointe Homes, Houston
- Sergio Melendez, View Homes, San Antonio

Fifth Place (TIE):

- John Coombs, Olson Homes
- Bob Richards, Minto Communities - USA

CUSTOMER SERVICE
REPRESENTATIVE OF
THE YEAR

High-Volume Survey Responses

First Place: Matt Smelser, Olson Homes

Second Place: Sean Bashian, Tri Pointe Homes, Orange County-Los Angeles

Third Place: Matt Phillips, Shaddock Homes

Fourth Place: Rick Gardner, Tri Pointe Homes, Orange County-Los Angeles

Fifth Place: Jermain Acosta, Tri Pointe Homes, Orange County-Los Angeles

Medium-Volume Survey Responses

First Place: Grant Harworth, Tri Pointe Homes, Las Vegas

Second Place: Uriel Casillas, New Home Co., Southern California

Third Place: Ryan Bybee, Stylecraft, Southern Texas

Fourth Place: Kent Pritchard, Classic Homes

Fifth Place: Alex Lujan, New Home Co., Arizona

CUSTOMER
EXPERIENCE
EXPERIENCE LEADER
OF THE YEAR

Tammy Williams, Ence Homes

THE ELIANT AWARD
FOR OVERALL
HOME PURCHASE
& OWNERSHIP
EXPERIENCE

Single Division

First Place: Olson Homes

Second Place: Wheeler Home

Third Place: Camelot Homes

Fourth Place: Ence Homes

Fifth Place: Boone Homes

Multiple Division

First Place: Chesmar Homes

Second Place: New Home Co.

Third Place: Tri Pointe Homes

Fourth Place: Stylecraft, Texas

Fifth Place: HHHunt Homes