

# Our Net Promoter Score (NPS)

2014 Score:

73 😐

October Score:

100 😄



10

**Redrow Homes**

"The service I have had had always been efficient and friendly & professional."

*Melanie Knight*

10

**Alfred Homes**

"Everyone I have dealings with at CF has always been very efficient, helpful, good at getting the job done on time - and a pleasure to work with."

*Gina Chervett*

9

**Redrow Homes**

- "1. Very friendly & happy staff which are a pleasure to work with.
- 2. Great end product which most clients comment on how professional they are.
- 3. Professional service.
- 4. The new My homefiles show to me, you are looking to improve all the time.

60% of development folios we have had haven't come assembled/tabbed in order. The last being assembled very poorly.'

*Lee Dutton*

9

**Redrow Homes**

"Efficient, consistent service - and friendly account holders!"

*Laurea Sykes*

7

**Residence One**

"Quality of product lacking a bit. Good people though and good service."

*Nick Wilson*

How likely is it you would recommend us to a friend?

Extremely likely



Not at all likely



%

-



%

=

NPS

