



### **Telford Homes scores 100 per cent customer recommendation rating**

Telford Homes can today announce that, in the latest independent customer survey undertaken by research agency In-house, 100 per cent of customers who took possession of a new home from the housebuilder during 2017\* would recommend them to others.

Having consistently scored higher than the industry average (86 per cent) in recent years, Telford Homes now tops the housebuilder customer recommendation rankings, receiving a 'Gold Award' from In-house.

#### **Jon Di-Stefano, Chief Executive of Telford Homes, comments:**

“World-class customer service is at the heart of everything we do, alongside delivering quality homes in all of our developments. Purchasing a home is a significant moment for all of our customers, so we pride ourselves on making sure that the experience is as hassle-free and enjoyable as possible every step of the way, from reservation to handover and beyond. A 100 per cent recommendation rate is an incredible achievement and we are proud to receive the Gold Award. We are driven to maintaining these very high standards with our future customers.”

For more information on Telford Homes' current developments see [www.telfordhomes.london](http://www.telfordhomes.london) and for In-house research see [www.inhouse.uk.net](http://www.inhouse.uk.net)

*\*100 per cent of customers who took possession of a new home from Telford Homes during 2017 and completed a survey.*

**ENDS**