

This is about you.

We are excited to be participating in the Saskatoon & Region Home Builders' Association (SRHBA) "Customer Choice Awards" and we hope you will provide your feedback on your new home experience with our company.

SRHBA has retained the services of Avid Ratings Canada to collect homeowner feedback for this awards category. Avid Ratings Canada is an independent research firm providing surveys, consulting and training exclusively to the home building industry.

Since you've recently purchased a new home from us, you will be invited to respond to questions either via mail, email or phone, which will give you the opportunity to provide honest feedback about our processes, products and service.

Saskatoon & Region
Home Builders'
Association



Frequently Asked Questions

When will I be asked to give my feedback?

You will be given the opportunity to complete one "Homeowner Experience Survey". You will be receiving the survey shortly, inquiring about your overall customer service experience and home quality.

What's in it for me?

Your candid feedback about your home builder will allow them to see how they perform against other builders in the local market. In addition, by submitting your feedback you will automatically become eligible to win up to \$500 in cash.

Who will see my completed survey results?

Avid Ratings will provide your results to your builder and an overall scoring summary to SRHBA for their award determinations.

What if I don't want my home builder to know I completed the survey?

Your survey offers the option to remain confidential.

Will my personal information be sold or given to telemarketers?

Absolutely not! The contact information is used only for surveying and reporting purposes to allow your builder to support their local association by participating in this awards program.