



Empire Communities Celebrates Two Award Wins at the 2019 CustomerInsight H.O.M.E. Awards

VAUGHAN, ON (March 20, 2019) – Empire Communities, one of North America’s largest homebuilders, is celebrating two H.O.M.E. Owner Mark of Excellence award wins at the 2019 CustomerInsight H.O.M.E. Awards, for Low Rise Builder of Choice in Ontario and Best Customer Experience for High Rise in Ontario.

Created by CustomerInsight, the Home Owner Mark of Excellence (H.O.M.E.) is an independent certification program based solely on the voice of the customer. Winners are calculated from home owner feedback surveys, not industry judges or panels.

The Builder of Choice award is based on a combination of best customer experience, employee engagement scores and trade partner scores, while the Best Customer Experience winner is determined through results from both a Welcome Home survey – which conducts the homeowners’ level of satisfaction and likelihood to recommend based upon the homeowners’ Customer Care and PDI experience, as well as the product – and the Anniversary survey, which is sent to homeowners one year post-close and covers their Customer Service and Repair experience, as well as satisfaction with the product.

“I am both inspired and empowered by Empire’s rich history, progressive vision and passionate culture of care and commitment to its employees and customers. As a customer-centric organization, Empire’s mission is to provide every homeowner with an exceptional customer experience to drive increased loyalty and engagement,” says Nancy Omran, VP of Customer Experience at Empire Communities. “We envision every customer touchpoint as a unique opportunity to form a positive impression. A sincere thank you and congratulations to all of our teams across the organization that are enthusiastically committed to delivering a best-in-class customer experience each and every day.”

The H.O.M.E. Awards is an annual competition that symbolizes excellence in the homeownership experience. Each year, the industry’s top homebuilders and trade partners across Canada and the United States are honored by their customers at this prestigious event. These builders represent excellence in both products and services in the residential building industry.

EMPIRE COMMUNITIES

Empire Communities (empirecommunities.com) is a residential builder/developer involved in all sectors of the new home building industry, including both low-rise and high-rise built forms. Celebrating 25 years of building inspiring new places to live, Empire has an established tradition of creating prestigious award-winning new homes, communities and amenities and has earned a reputation for outstanding attention to detail and customer service. Since its inception in 1993, Empire has built over 20,000 new homes and condos. Today, Empire is one of the largest homebuilders in North America with current communities in Toronto, Southwestern Ontario and the Southern U.S. States.

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MEDIA CONTACT:

Atara Cadesky

T: 905-307-8102 ext. 1164

acadesky@empirecommunities.com