



Customer Satisfaction Award

CONSENT TO CONTACT FORM

To be eligible for this award, you must participate in a 3rd party Homeowner Experience Survey. This is being adjudicated by Avid Rating Canada. You do not need to be a client of Avid Ratings Canada to participate but you must provide CHBA VI with your customer list to be forwarded to Avid Ratings Canada for surveying purposes.

Permission is granted for: **Avid Rating Canada** to contact the provided list of homeowners to conduct a survey for the Customer Satisfaction Award. I the undersigned attest that the homeowners listed in my contact sheet have been notified and are in agreeance to participate in this survey.

Participants must be registered and have closing/project lists submitted to CHBA VI by **March 11, 2020**. Homeowner surveys will be conducted for participating builders for any homes that closed between February 1, 2019 and January 31, 2020. Participants must be registered and have closing lists submitted to CHBA VI by March 11, 2020. The minimum number of closings to participate is three (3) during the respective closing date range. Participants must enter full customer database for eligible year. The CHBA VI Customer Satisfaction Awards utilize percentile criteria to ensure that finalists and winners are both rated highly by their customers and also rank as top industry performers for customer satisfaction. In order to qualify as a finalist and award winner, a home builder must rank above the 75th percentile in Avid's Canadian Customer Satisfaction Database. The percentile criteria also helps to ensure that finalists and winners are top-performers in customer satisfaction, regardless of the number of participants in any one customer satisfaction category (i.e. custom builder category; production builder category for single-detached; production builder category for multi; etc.). Participants are grouped as best as possible by home/product type (specific categorizations are dependent on the number of participants each year) to provide a more apples-to-apples comparison, acknowledging that the customer experience can be very different when comparing a high-rise builder vs. a low-rise single-detached builder, or other variations.

Customer Satisfaction Metrics will include:

1. Product satisfaction
2. Service (customer service) satisfaction
3. Home Features
4. Lot and/or Property Location
5. Sales Process
6. Options/Decor Process
7. Walk-Through/PDI Process
8. Warranty Service

For more information on registering and surveying your customers with the Avid® Homeowner Experience Survey, please contact: Lindsay Leis, Client Success Manager, Avid Ratings Canada
Toll Free: 1-800-987-6318 Lindsay.Leis@avidratings.ca

VIBE ENTRANT INFORMATION:

Business Name:

Business Contact Name:

Phone #:

E-mail:

Signature:

Date: