



GUILDQUALITY



## PRESS RELEASE

**FOR IMMEDIATE RELEASE**

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### **VTS Homes Receives 50<sup>th</sup> Great Customer Experience In A Row from GuildQuality's Client Recommendation Survey**

*VTS Homes' Last 50 Customers are Likely to Recommend; Far Exceeds Industry Average*

Huntsville, Ala., November 21, 2013 – GuildQuality has recognized VTS Homes™, Inc., a leading custom homebuilder in North Alabama, for receiving 50 Great Customer Experience recommendations for exceptional customer service. 50 customers in a row gave VTS Homes the highest possible score in response to GuildQuality's "Likely to Recommend" survey question.

Earlier this year, VTS Homes again received recognition as the **only Guildmaster with Highest Distinction in the state of Alabama**, having previously obtained it in 2012. The primary requirement for receiving a Guildmaster Award is exemplary customer service, as demonstrated by an extremely high customer recommendation rate. VTS Homes received the Highest Distinction recognition due to obtaining 100% referral rating from an exceptionally high response rate of 97%. In the home building, remodeling, and real estate industry, the average customer recommendation rate for businesses is approximately 70%.

GuildQuality's Customer Satisfaction Surveys give homeowners multiple opportunities to provide feedback on their homebuilders, remodelers, and home services contractors. As an independent organization, GuildQuality surveys its members' customers about their experience and provides customer comments and results for analysis and action.

"We are very excited to receive this fiftieth customer referral recommendation in a row. Customer feedback like this helps us confirm everyone is doing what we've asked – treating each project as if it were their own,"

said Rob Owens, president, VTS Homes. "I'm very proud of my team's commitment to our home buyers and pleased that our countless hours of hard work, integrity and dedication to doing the job right have been recognized by our clients through GuildQuality."

**About VTS Homes**

VTS Homes is where Value meets Tradition and Stability. With over 80 years of combined home building experience, VTS Homes was launched by three of the industry's most respected home builders: Rob Owens, David Slyman and Todd Slyman. VTS Homes is proud to offer North Alabama home buyers all the amenities you would expect in a custom home with the efficiencies and system typically seen with larger Home Builders. The founders of VTS Homes also believe in giving back to others. For every home sold, VTS Homes is committed to making a donation to build a home in Haiti through our non-profit partner, Food for the Poor. For more information, visit [www.vtshomes.com](http://www.vtshomes.com).

**About GuildQuality**

GuildQuality's community of quality includes the best remodelers, homebuilders, developers, and home services contractors in the United States and Canada. By using GuildQuality's independent surveying, members collect objective feedback from their customers and use that feedback in their pursuit of continuous improvement in the quality of their service.

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