



## Press Release

### **J.D. Power and Associates Reports: Standard Pacific Homes Ranks Highest in Overall Customer Satisfaction Among New-Home Builders in Charlotte; Ryland Homes Ranks Highest in New-Home Quality**

**WESTLAKE VILLAGE, Calif.: 15 September 2009** — Standard Pacific Homes ranks highest in customer satisfaction with new-home builders in the Charlotte, N.C., market, according to the J.D. Power and Associates 2009 New-Home Builder Customer Satisfaction Study<sup>SM</sup> released today. In addition, Ryland Homes ranks highest in the New-Home Quality Study also released today.

“The tough new-home market has created a fiercely competitive environment in which only the strongest companies have survived,” said Paula Sonkin, vice president of the real estate and construction industries practice at J.D. Power and Associates. “Fortunately for buyers, this has resulted in notable improvements in customer satisfaction with home builders and new-home quality overall. This is great news for new-home buyers—particularly first-time buyers—since builders are offering unprecedented high levels of quality, value and service at relatively low prices.”

#### **Overall Customer Satisfaction**

The New-Home Builder Customer Satisfaction Study, now in its 13<sup>th</sup> year, includes [satisfaction rankings for builders in 24 markets](#). Nine factors drive overall customer satisfaction with home builders: builder’s sales staff; builder’s warranty/customer service staff; workmanship/materials; price/value; home readiness; construction manager; recreational facilities provided by the builder; builder’s design center; and location.

Standard Pacific Homes achieves a score of 857 on a 1,000-point scale in 2009—an increase of 33 points from 824 in 2008—and performs particularly well in the [Charlotte market](#) in eight of nine factors: builder’s sales staff; builder’s design center; construction manager; workmanship/materials; home readiness; builder’s warranty/customer service staff; price/value; and location. Following Standard Pacific Homes in the market rankings are M/I Homes (832) and Del Webb (828). Del Webb performs particularly well in the recreational facilities provided by the builder factor.

The average customer satisfaction index score in the Charlotte market is 796—15 points below the 24-market average of 811. However, satisfaction has improved substantially in the Charlotte market in 2009—up 33 points from 2008.

#### **2009 New-Home Quality Study**

The J.D. Power and Associates New-Home Quality Study,<sup>SM</sup> now in its third year, measures the [occurrence and impact of construction problems experienced by new-home owners in 24 markets](#). The study utilizes an index that examines the number of problems that occur, the severity of problems and the size of the home, and covers 41 different problem categories for the following areas: bathroom; drywall; electrical/appliances; flooring/stairs; home exterior; interior paint; kitchen; windows/doors; and other significant problems.

Ryland Homes ranks highest in [new-home quality in the Charlotte market](#), followed by Orleans Homebuilders and Centex Homes, respectively.

Home quality in the Charlotte market has improved from 2008, averaging 796 in 2009—up by 16 points from the previous year.

The rate of customer-reported problems in the Charlotte market has improved to an average of 12.8 problems per home in 2009—down by nearly one problem per home from 2008. The problems reported most often in the market include nail pops/exposed nails; landscaping issues; and heating and air conditioning problems.

### **“Green” Home Findings**

Approximately 14 percent of new-home owners in the Charlotte market perceive their home to be environmentally friendly, but a majority of these owners—83 percent—say that their home builder did not identify the home as “green.”

“Builders that neglect to point out environmentally friendly home features to buyers are missing out on a very important opportunity,” said Sonkin. “New-home buyers are increasingly seeking out green home features and the benefits they bring in terms of energy and cost savings.”

Home owners in the Charlotte market indicate that the top five features a green home should have are:

- Energy efficient heating/air conditioning units
- Energy efficient home appliances
- Energy efficient insulation
- Water-saving systems (such as faucets, dual flush toilets, and sprinklers)
- Energy-saving lighting such as compact fluorescent bulbs

To be included in the studies, Charlotte-area builders must have closed 150 or more homes in the market in 2008. The new homes are located in the following counties: Cabarrus, N.C.; Gaston, N.C.; Iredell, N.C.; Lancaster, S.C.; Lincoln, N.C.; Mecklenberg, N.C.; Union, N.C.; and York, S.C.

These two studies are based on responses from 26,231 buyers of newly built single-family homes who provided feedback after living in their homes from four to 18 months, on average. There were 1,117 respondents in the Charlotte market. For more comprehensive builder rankings for all 24 U.S. markets, visit [www.jdpower.com/homes](http://www.jdpower.com/homes).

For more information, read an [article](#) or view [new-home builder customer satisfaction ratings](#) and [new-home builder quality ratings](#) on [JDPower.com](http://JDPower.com).

### **About J.D. Power and Associates**

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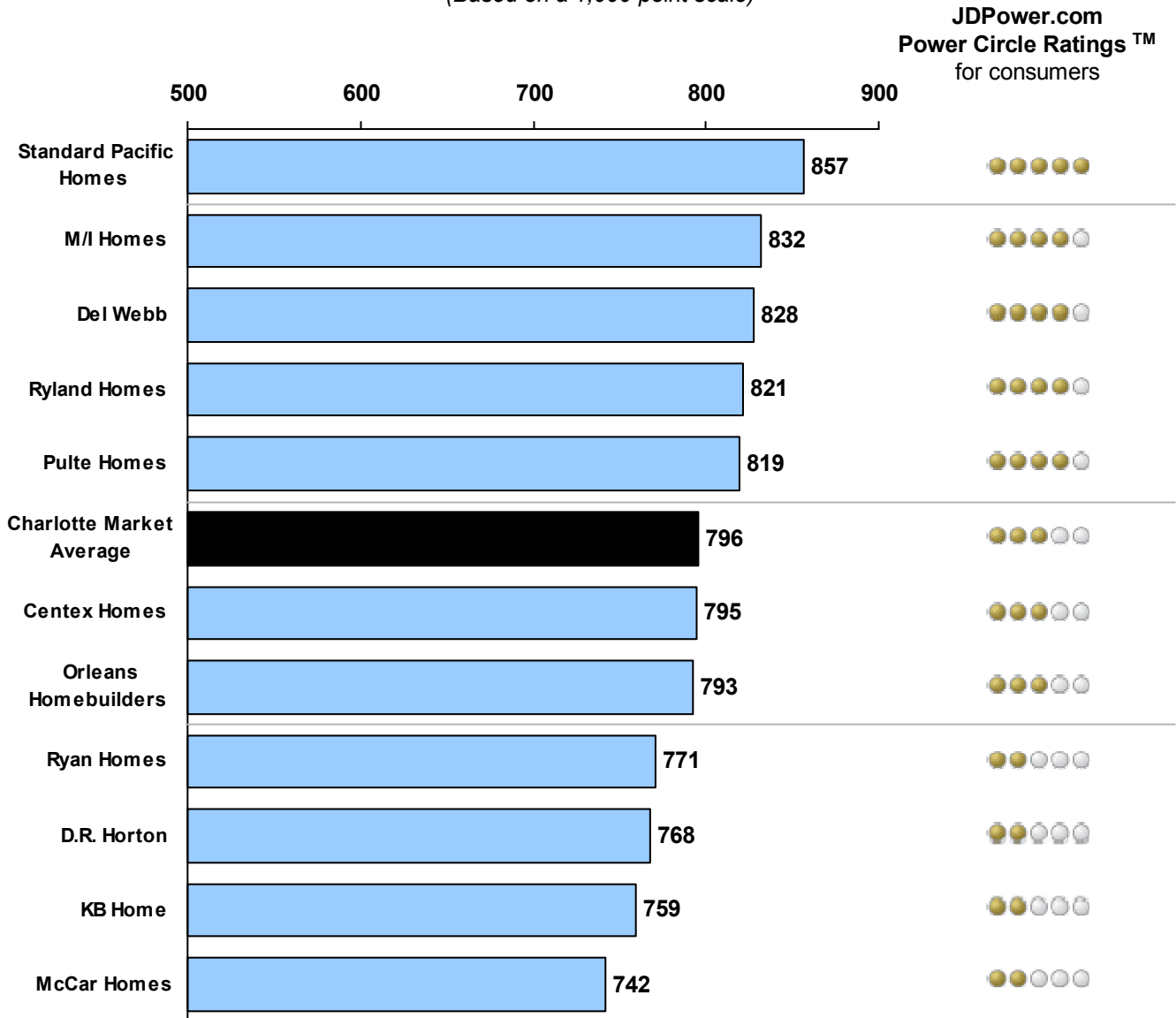
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NOTE: Two charts follow.

# J.D. Power and Associates 2009 New-Home Builder Customer Satisfaction Study<sup>SM</sup>

## Overall Satisfaction Index Scores Charlotte, N.C.

(Based on a 1,000-point scale)



**Power Circle Ratings Legend**

- Among the best
- Better than most
- About average
- The rest

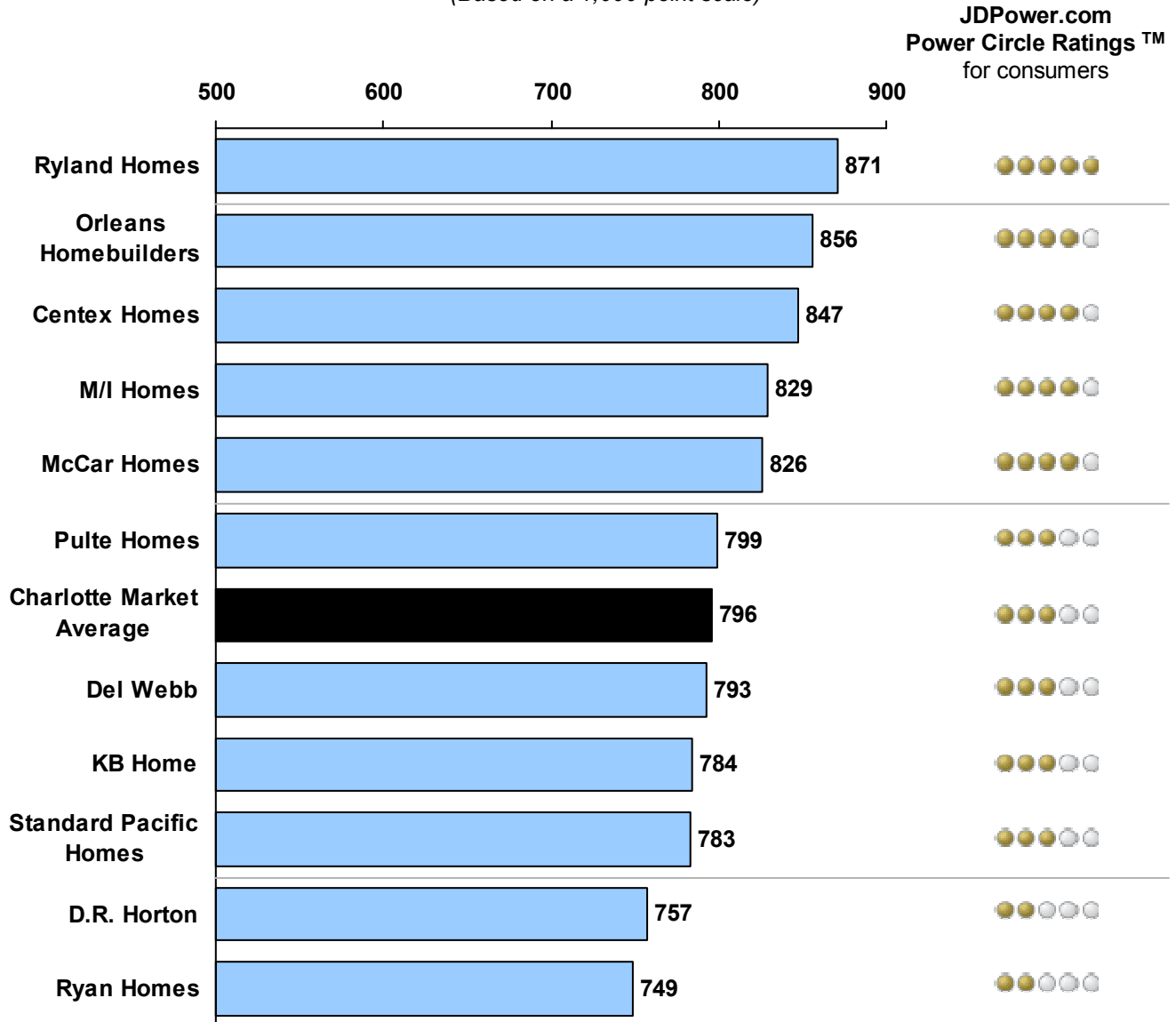
Source: J.D. Power and Associates 2009 New-Home Builder Customer Satisfaction Study<sup>SM</sup>

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