



2009

Customer Choice Awards

Sixth annual awards honour local builders

By *Melanie Furlong*
Special Features Writer

Atlantic Home Warranty has announced the two new winners of its 2009 Customer Choice Awards: Maple Leaf Homes, for more than 20 homes, and Meisener & Zwicker Construction Ltd., for under 20 homes. The win was a first for Maple Leaf Homes and sales manager Jacques Roy says they are honoured.

"Our company has always been committed to providing our customers with the best quality homes with a strong focus on customer service and the fact that the recipient of this award is decided solely by the consumer shows that our efforts have paid off," says Roy. "Our product is sold throughout Nova Scotia through a network of independent retailers chosen because of their strong commitment to providing Nova Scotians with a quality product and the attention the consumer deserves during and after the sale."

Maple Leaf Homes is a manufacturer of modular and mini homes and has been in business for more than 25 years.

Marshall Zwicker, owner of Meisener & Zwicker Construction Ltd., says this is the third time they've won an Atlantic Home Warranty Choice Award, but the first time they've won in the under 20 category.

"Having previously won in 2005 and 2007, it's especially pleasing to win again because it shows the satisfaction of our clients with our work," says Zwicker. "I want to thank our clients. We've won numerous awards in our past 25 years of business, but this award is the most gratifying because it shows that we've maintained a high level of customer satisfaction."

Zwicker says that as custom builders they strive to stay abreast of their client's wants and needs during construction and follow through with any problems afterwards.

"We provide a high quality product and strive for perfection," says Zwicker. "I would also like to thank my staff, tradespeople and Atlantic Home Warranty for providing this award."

Pat Mulcahy, chief executive officer of the Atlantic Home Warranty Program, says this is the sixth annual competition in Atlantic Canada.

"The concept of the awards originally came from our colleagues in Alberta," says Mulcahy. "They were the first in Canada's warranty world to provide recognition of the quality of work being done by builder members by surveying the members' homeowners. We are able to operate the program under license from Alberta."

Each year Atlantic Home Warranty invites eligible builders to participate in its voluntary contest. Those that partake have surveys sent to their new homeowners.

Mulcahy says the 26-question surveys are kept in strict confidence and builders get tabulated results only. Homeowners' names are put in a draw for \$500 to encourage them to complete the survey.

"Builders get a question-by-question result of how their homeowners feel in 26 categories surveyed," says Mulcahy. "We also provide the builder with the provincial average. He can look at his score and see where he fits in relation to the provincial average. It gives them an idea whether they're better or worse and tells them the areas where they're weaker or stronger."

Twenty-five builders participated in the 2009 competition and Mulcahy says the number of participants is growing.

"We've had many builders who have taken part every year. Those are the builders who, whether they win or not, are achieving the best result from the award because they're getting a score every year from their clients. It's a way of monitoring their own progress when it comes to various aspects of after-sales service." •

Congratulations Builders!

Customer Choice Awards



Under 20 Homes
Marshall Zwicker
Meizner & Zwicker
Construction Ltd.

Meizner & Zwicker Construction Ltd.

Meizner & Zwicker
Construction Ltd.

902-543-3648



Over 20 Homes
Jacques Roy
Maple Leaf
Homes

Maple Leaf Homes

506-459-1335
www.mlhomes.nb.ca

