

News

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Muse awarded customer satisfaction Gold Award

An independent survey of buyers from research organisation, In-house, has handed a Gold Award to national development and urban regeneration specialists, Muse Developments, in recognition of their efforts towards customer satisfaction.

The business achieved the accolade, after scoring over 90% for customer recommendation at three developments – Carpino Place, Salford, Brentford Lock West Phase Two and Timekeepers Square, Salford.

In-house has been contacting private buyers and investors since February 2017, asking about their feelings towards their customer journey, the condition and demonstration of the property, along with the aftercare service, with results benchmarked against 48 other developers and house builders.

Jen Fisher, head of new homes at Muse Developments welcomed the award. She said: “Our recent good results are testament to the hard work and efforts of our teams working on developments around the country.

“We are delighted with the award and will continue to use the valuable feedback our customer give to improve our service, and importantly their experience going forward.”

In-house is an independent, impartial research organisation that works with businesses to improve their customer experience, through customer satisfaction surveys, market research and training.

The award follows the success of all three developments on the market, with over 5,000 enquiries and all units in Salford sold within a seven-month period.