

News

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Muse awarded customer satisfaction gold award

An independent survey of buyers from research organisation, In-House, has handed a coveted Gold Award to leading urban regenerator, Muse Developments, in recognition of its efforts towards improving customer satisfaction.

In the survey year covering customers from 1st January 2020 to 31st December 2020, over 97% of customers said they would recommend Muse to their friends.

In-House has been contacting buyers and investors asking about their feelings towards Muse's customer journey, the condition and demonstration of the property, along with its after-build service, with results benchmarked against other developers and home builders.

Mike Auger, board director at Muse Developments was delighted with the recognition. He said: "To receive this fantastic accolade is absolutely testament to the hard work and efforts of our project management, new homes and residential teams, despite challenging circumstances surrounding the pandemic.

"This award win is a ringing endorsement of our strategy and highlights that we're on the right track. While this is a positive step, we're not an organisation that rests on its laurels and we'll always strive to improve and deliver the best-possible customer journey we can."

Tom Weston, chief executive at In-house Research comments, "We are extremely proud to be working with such a customer focused business. The 'Gold Award' recognises those who put their customers at the heart of everything that they do. This award places them alongside some of the best companies in the UK for customer service. It's only through delivering an exceptional service throughout the customer journey, that recommendation scores reach this level. We are so pleased to recognise all the staff at Muse Developments that have contributed to the achievement of this award".

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.