

# top honours

## Mattamy Homes proud to rank #1 in customer satisfaction for the third year running

TORONTO, SEPTEMBER 2008 – Being ranked highest in the J.D. Power and Associates New Home Builder Customer Satisfaction Study among new home builders in the Greater Toronto Area is not easy.

Being ranked at the top, three times in

a row is even more difficult. But that is exactly what Mattamy Homes has achieved. They also earned the top J.D. Power and Associates ranking in their very first year of building in the Ottawa-Carleton region.

The company has carved out an envi-

able reputation for its ability to service customers from the moment they purchase a home until well after they have moved in.

It is part of their corporate DNA. It seems to be instilled in everyone from the head office and branch office staff to their trade and business partners, that homeowner satisfaction is the most important part of building a home.

Mattamy has earned this distinction of three consecutive top rankings in the J.D. Power and Associates New Home Builder Customer Satisfaction Study<sup>SM</sup>. Additionally, Mattamy Homes is maintaining its position as the largest builder in the country, adding more than 3,000 new homes last year alone.

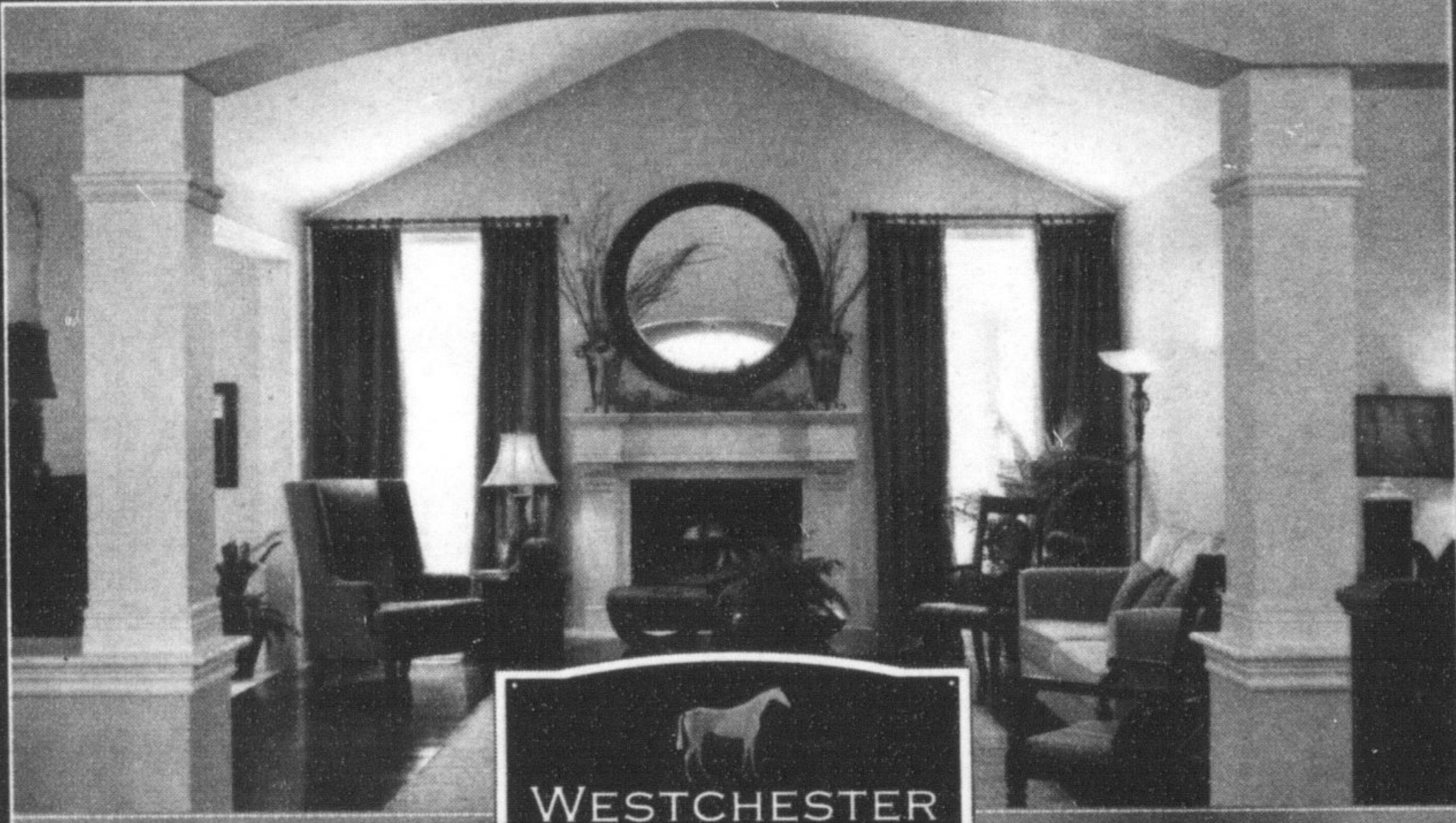
Mattamy's reputation has been built on customer satisfaction and providing people-centred communities throughout the

GTA, in Cambridge, Alliston, Bracebridge, Ottawa, Calgary and several locations across the United States.

Maintaining consistency in homeowner satisfaction is a very difficult thing to achieve because so many things can go wrong throughout the process and achieving consistency in a company as large as Mattamy is a real tribute to the staff and trades and business partners who stay so clearly focused on the objective.

The J.D. Power and Associates ranking is based on feedback from actual homeowners who took possession of their home in 2007, which means that different Mattamy homeowners are surveyed each year but the results are consistent; people who live in Mattamy homes are very satisfied with their choice.

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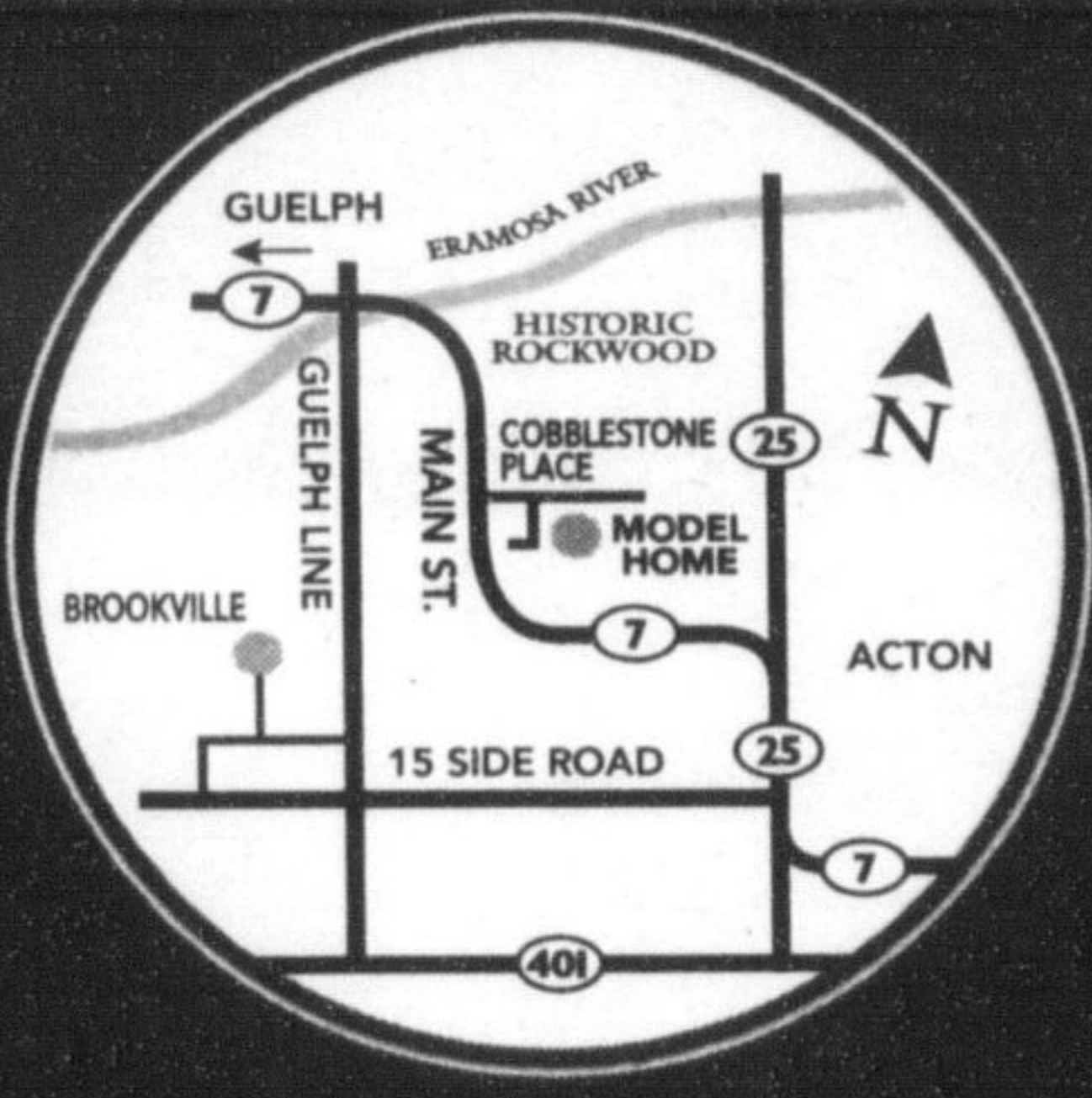
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Mattamy Homes maintains its position as the largest builder in Canada, building more than 3,000 new homes last year alone.

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