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For Immediate Release

## **Totangi Properties ranked number one Canadian home builder for customer satisfaction**

**June 5, 2014, Sooke, BC** – Victoria-based real estate development company Totangi Properties has taken top prize nationally in the custom builder – small volume category for customer satisfaction in the building industry for their homes at Woodland Creek in Sooke. Regarded as a benchmark of customer service performance, the Avid Awards are given out throughout North America to builders who have set the highest standards for home quality and customer service. This is the first time a Vancouver Island company has received this prestigious recognition.

“We are excited and honoured to receive this recognition from Avid,” said Blair Robertson, co-owner of Totangi Properties Ltd. “It’s a validation of the great work that our skilled building and sales team provides and of the positive lasting relationships we are able to build with our customers.”

In North America, Avid Ratings has long been at the forefront of the industry in bringing transparency of builder performance to consumers since 1992. Purchasers of homes at Woodland Creek are given a voluntary independent survey 30 days after move-in and again one year later. The surveys tracked their satisfaction with their homes and experience of working with the builder.

“Totangi has been phenomenal for their customer service and as home builders,” said Kala Souter, homeowner at Woodland Creek. “The surveys gave us the opportunity to give our feedback, which in our case was very positive – in fact we even recommended Totangi to our friends who are building a house.”

Through the Avid Award system, each home buyer survey in the database is analyzed to determine each builder’s Avid Index Score which is a combination of the total home buying experience, the willingness to refer and the actual number of recommendations a buyer has made. Builders with the highest Avid Index Score in each category are presented with awards.

“This award is an honour because it means we are doing the most important part of our job well – satisfying our customers,” said Steve Smith, SC Smith Building Company, the builder at Woodland Creek. “We take great pride in the homes we build and it is nice to know we are doing a good job of listening to our homeowners.”

Totangi Properties established the residential neighbourhood of Woodland Creek in 2004. The community now has more than 100 new homes and townhomes built and occupied. In addition to the recent Avid Award, Woodland Creek has won multiple awards including at CARE Award in 2013 for best new subdivision. Homes at Woodland Creek include the Built Green designation and the latest in energy efficient heating and cooling.

### **About Totangi Properties Ltd. and Woodland Creek**

Totangi Properties is a locally-owned and operated property development and land management company established in 1968. Brothers Warren and Blair Robertson worked closely with a talented team of local professionals and the District of Sooke in the creation of Woodland Creek and are committed to creating affordable, high-quality residential properties with lasting homeowner value. For more information, visit [www.totangi.ca](http://www.totangi.ca)

### **About Avid Ratings Canada**

Founded in 2003, Avid Ratings Canada is a full-service customer loyalty management firm, providing customer loyalty research, reputation management, organizational consulting and innovative marketing solutions that drive home building success. Serving more than 2,750 home builders throughout Canada and the United States. Avid maintains North America's largest database of homebuyer satisfaction to benchmark its clients. To learn more about the award winning Avid 3.0 suite of services (GoSurvey®, GoSocial®, and GoTour®), visit [www.avidratings.ca](http://www.avidratings.ca).

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### **Media Contact:**

Trisha Lees  
Rep Lab Communications  
250-857-5655  
[trisha@replab.ca](mailto:trisha@replab.ca)