

CornerStone Homes Press Release

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FOR IMMEDIATE RELEASE

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CORNERSTONE HOMES RECEIVES GOLDEN SERVICE AWARD FOR EXTRAORDINARY CUSTOMER SERVICE, THREE YEARS RUNNING

JACKSONVILLE, Florida (August 4, 2011) – CornerStone Homes’ dedication to outstanding [customer service](#) was recognized by the Northeast Florida Builders Association Sales and Marketing Council at its annual Laurel Awards Ceremony. For the third year in a row, CornerStone Homes was awarded the Golden Service Award, one of only two Grand Laurel Awards presented at the ceremony.

“Customer service is more than just a marketing term for us,” said Managing Partner Mark Downing. “We build homes with our customers in mind and take extra steps to make sure our buyers are comfortable and genuinely satisfied. Our goal is to exceed expectations in every home.”

To help monitor and maintain its high standard of customer service, CornerStone Homes commissions Woodland, O’Brien & Associates, a national independent research firm exclusively for new homes, to conduct monthly customer surveys and measure their satisfaction levels in multiple areas regarding their homes, quality, experience and overall

service with the company. The homebuilder consistently achieves positive responses from customers.

The 2010 year-end surveys revealed 93 percent of the company's customers surveyed by Woodland, O'Brien & Associates indicated they would enthusiastically and willingly recommend CornerStone Homes to their friends, co-workers and relatives.

CornerStone Homes uses many systems to track and deliver superior customer service. Company representatives communicate with homeowners and closely monitor their experiences throughout the building process to ensure expectations are met. Follow-up after move-in is also important. CornerStone Homes schedules in-home visits at the one-month and 11-month anniversaries. They also provide a user-friendly warranty program.

"We want customers to have a great experience building their dream home with us," Downing said. "We have great new designs and we will personalize plans to best meet homebuyers' wants and needs."

The award-winning new home builder, [CornerStone Homes](#), builds one-of-a-kind new homes with outstanding quality craftsmanship and incomparable customer service. The company has received accolades and high honors for its excellence in homebuilding, customer satisfaction and community volunteerism. CornerStone Homes is the recipient of the [Grand Laurel Golden Service Award](#) in 2009, 2010 and 2011.

One of Northeast Florida's premier new home builders, CornerStone Homes is building in the finest neighborhoods including Austin Park at Nocatee, Palencia, Payasada Estates, GroveWood at World Golf Village, Jacksonville Ranch Club, Kensington, MuraBella, RiverTown, Hunter Oaks, Doctors Inlet Reserve, Eagle Harbor,

Eagle Landing and Rolling Hills. In addition, the company builds new homes on privately owned home sites from \$60 per square-foot.

For more information, call (904) 786-7000 or visit the homebuilder's website at www.MyCornerStoneHomes.com.

Photography: Managing Partner of CornerStone Homes, Mark Downing, has over 30 years of experience in the home building industry and meets with each client.