





# **Press Release**

## J.D. Power and Associates Reports:

Coventry Homes Inc., Dolce Vita Homes and Landmark Legacy Homes Inc. Achieve Builder of Excellence Distinction in the Edmonton Single-Family Home Market

**WESTLAKE VILLAGE, Calif.: 16 March 2013** — Three builders of new, single-family homes—Coventry Homes Inc., Dolce Vita Homes and Landmark Legacy Homes Inc.—have each been recognized as a J.D. Power Builder of Excellence for providing outstanding service and high customer satisfaction, according to the J.D. Power and Associates 2013 Alberta Single-Family New-Home Builder Customer Satisfaction Study<sup>SM</sup> released today.

The study measures satisfaction among new homebuyers throughout the new-home purchase and early ownership experiences with builders in the Edmonton region and is conducted in association with the Professional Home Builders Institute of Alberta.

To achieve this distinction, a home builder must perform within the top 20 per cent of customer satisfaction scores, which are based on benchmarks established in J.D. Power and Associates' customer satisfaction research. Customer satisfaction is measured across eight factors: builder's service/warranty staff; builder's sales process/staff; home readiness; construction site/team; workmanship/materials; price/value; physical design elements; and design centre/décor centre.

Compared with the Edmonton regional average, Coventry Homes Inc., Dolce Vita Homes and Landmark Legacy Homes Inc. all perform particularly well in the construction site/team; home readiness; physical design elements; service/warranty staff; and builder's sales process/staff factors.

This is the second consecutive year that Dolce Vita Homes has been recognized as a J.D. Power Builder of Excellence in the Edmonton region.

"In the Edmonton market, overall satisfaction among new homebuyers is at the highest level since 2008," said Dale Haines, senior director of the real estate and construction practice at J.D. Power and Associates. "Edmonton home builders are continuing to improve home quality, accuracy and timely communication with their customers, as well as effective resolution of outstanding construction issues."

According to Haines, while builders strive to deliver defect-free homes, documenting any outstanding construction issues at walk-through helps reduce the number of surprises and, potentially, disappointment that new-home buyers may experience.

"Congratulations to the 2013 Builders of Excellence. The Professional Home Builders Institute of Alberta is proud to offer customer satisfaction surveying to all Alberta new-home builders," said Angela Tripathy, chief corporate officer at The Professional Home Builders Institute. "Receiving this award proves that the builder has embraced the core values of service excellence and made them an integral part of their customer care experience."

#### About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services company providing forecasting, performance improvement, social media and customer satisfaction insights and solutions. The company's quality and satisfaction measurements are based on responses from millions of consumers

annually. For more information on car reviews and ratings, car insurance, health insurance, cell phone ratings, and more, please visit JDPower.com. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

### **About The McGraw-Hill Companies**

The McGraw-Hill Companies (NYSE: MHP), a financial intelligence and education company, signed an agreement to sell its McGraw-Hill Education business to investment funds affiliated with Apollo Global Management, LLC in November 2012. Following the sale closing, expected in early 2013, the Company will be renamed McGraw Hill Financial (subject to shareholder approval) and will be a powerhouse in benchmarks, content and analytics for the global capital and commodity markets. The Company's leading brands will include: Standard & Poor's, S&P Capital IQ, S&P Dow Jones Indices, Platts, Crisil, J.D. Power and Associates, McGraw-Hill Construction and Aviation Week. The Company will have approximately 17,000 employees in more than 30 countries. Additional information is available at www.mcgraw-hill.com.

#### J.D. Power and Associates Media Relations Contacts:

Gal Wilder; Cohn & Wolfe; Toronto, Canada; (647) 259-3261; <a href="mailto:gal.wilder@cohnwolfe.ca">gal.wilder@cohnwolfe.ca</a>
Beth Daniher; Cohn & Wolfe; Toronto, Canada; (647) 259-3279; <a href="mailto:beth.daniher@cohnwolfe.ca">beth.daniher@cohnwolfe.ca</a>
John Tews; Troy, Mich.; (248) 680-6218; <a href="mailto:media.relations@jdpa.com">media.relations@jdpa.com</a>

No advertising or other promotional use can be made of the information in this release without the express prior written consent of J.D. Power and Associates. www.jdpower.com/corporate

# # #

(Page 2 of 2)