Study Report SR506 [2025]

New House Owners' Satisfaction Survey 2024

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Funded from the
Building Research Levy

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ISSN: 1179-6197

Preface

This report presents findings from the 14th BRANZ New House Owners' Satisfaction Survey. The survey seeks feedback from new homeowners regarding the performance of their builder and various aspects of their newly constructed home. The survey aims to provide a quality benchmark that complements other assessments of the building industry's performance. This instalment adds to a growing time-series dataset that tracks industry trends from the homeowner's perspective.

Acknowledgements

The Building Research Levy funded this work.

We sincerely thank all the new homeowners who took the time to complete the survey. Your valuable input makes this project possible and plays a crucial role in helping us understand and improve the performance of the building industry.

New House Owners' Satisfaction Survey 2024

BRANZ Study Report SR506

Authors

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Reference

Knight, A. & Guerrero, N. (2025). *New House Owners' Satisfaction Survey 2024* (BRANZ Study Report SR506). BRANZ Ltd.

Abstract

The New House Owners' Satisfaction Survey 2024 provides a detailed analysis of the experiences and perceptions of 297 homeowners across New Zealand who recently built a new house. Conducted by BRANZ, this 14th edition of the survey captures key insights into builder performance, contract types, cost expectations, design input and post-construction issues. The findings reveal that, while most homeowners were satisfied with their builder and the overall quality of their home, challenges remain in areas such as defect management, communication and flexibility around design choices. This report also highlights changes in homeowner priorities, including a strong preference for build quality, reputation and indoor comfort, alongside a growing interest in customisation and sustainability. These insights inform ongoing industry benchmarking initiatives, including the Build Insights dashboard, and support efforts to enhance residential construction outcomes across New Zealand.

Keywords

New house, homeowner satisfaction, builder performance, residential construction, design input, build contracts, cost expectations, construction defects, franchise builders, house features, post-construction issues, client experience, housing trends, New Zealand housing.

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Executive summary

The 2024 New House Owners’ Satisfaction Survey presents insights from 297 new homeowners across New Zealand, capturing their experiences with the design, construction and performance of their newly built homes. This 14th instalment in the survey series continues to benchmark builder performance and track evolving homeowner expectations.

Key findings

- **Builder performance**: Most homeowners rated their builder positively, with 72% selecting “good” or “very good.” Satisfaction levels have improved after a dip in 2022, suggesting improving industry performance.
- **Contracts and costs**: Fixed-price contracts remain the most common. While most respondents did not experience disputes over final costs, 30% reported unexpected increases in input costs.
- **Communication:** While many homeowners had a smooth experience, communication stood out as an area with room for growth. Most respondents rated their builder’s communication positively, but 18% expressed dissatisfaction, possibly linked to changes made without consultation or unclear expectations.
- **Design and customisation**: A majority (76%) had input into their home’s design, with many modifying standard plans or working with in-house designers. However, 21% felt they were talked out of including features they had originally wanted – often related to roofing, insulation or solar power.
- **Defects and call-backs**: 84% of homeowners reported post-construction defects, most commonly involving painters, plumbers and electricians. Despite this, defect levels were generally in line with homeowner expectations.
- **Builder selection**: Build quality and reputation were the top priorities when choosing a builder, while sustainability and universal design were less important.
- **Homeowner priorities**: The most valued features were ensuite bathrooms, house size and indoor comfort. Least valued were safety features, multi-storey layouts and low-carbon materials.

These findings offer a comprehensive view of homeowner satisfaction and highlight areas for improvement in communication, defect management and design flexibility.

1. Introduction

The New House Owners’ Satisfaction Survey is a long-running research initiative by BRANZ, designed to capture the experiences and expectations of homeowners who have recently completed a new build. Now in its 14th year, the 2024 survey continues to provide valuable insights into the residential construction sector, offering a homeowner-centric perspective on builder performance, contract management, design choices and post-build satisfaction.

This report draws on responses from 297 homeowners who received building consents between March 2022 and February 2024. The survey methodology remains consistent with previous years, enabling robust year-on-year comparisons and contributing to a growing time-series dataset that informs industry benchmarking and policy development.

The findings presented here reflect the realities of building in a post-pandemic environment, where cost pressures, supply chain disruptions and evolving homeowner expectations have reshaped the landscape. By examining both the successes and challenges faced by new homeowners, this report aims to support continuous improvement across the building industry and ensure that future homes better meet the needs of their occupants.

2. Methodology

The BRANZ New House Owners Satisfaction Survey has maintained a consistent methodology since its inception in 2011. This consistency enables reliable year-on-year comparisons, supports industry benchmarking and facilitates the analysis of long-term trends in homeowner satisfaction.

2.1 Survey mailout

For this year's survey, a sample of 4,369 new house owners was identified based on building consents issued between March 2022 and February 2024. Some consents from 2022 were included as 'bounce backs' from the previous survey cycle – these homeowners were reinvited to participate. This timeframe was chosen to reflect homes likely completed during the 2023 calendar year, based on the typical 9–10-month duration from consent to completion.

Each selected homeowner received a postcard invitation (see Appendix A) containing a QR code, website link and unique survey ID required to begin the survey.

Two rounds of mailouts were conducted:

- The first mailout often results in a high number of 'bounce backs' due to undeliverable addresses, typically because the home has not yet been completed.
- A second mailout was sent to those who received the initial postcard but had not yet responded, aiming to improve the overall response rate.

To preserve the integrity of the sample and consistency with previous years, consents were excluded if:

- the owner was also listed as the builder of another house in the sample
- the builder was listed as the owner.

These exclusions typically indicate speculative builds – homes constructed without a committed buyer.

2.2 Regional distribution of the survey sample

The sample was distributed across New Zealand's regions as follows:

Auckland (9%)	Bay of Plenty (7%)	Canterbury (27%)	Hawke's Bay (6%)
Manawatū-Whanganui (5%)	Marlborough (3%)	Northland (7%)	Otago (10%)
Southland (1%)	Taranaki (2%)	Tasman (3%)	Waikato (9%)
Wellington (8%)	West Coast (1%)	N/A (2%)	

2.3 Survey responses

A total of 351 completed surveys were received, resulting in a response rate of 8%. After data cleaning – removing incomplete responses and ensuring data quality – 297 responses were retained for analysis in this report. While this is a smaller sample than in previous survey cycles, it reflects a broader decline in building consents during 2023. BRANZ will continue to monitor and refine the mailout process to ensure robust participation as the survey evolves.

3. Results

This section presents the results of the BRANZ New House Owners' Satisfaction Survey 2024.

3.1 Homeowner motivations and experience

This section explores the reasons why respondents chose to build a new home rather than purchase an existing one. It also examines how many opted for franchise builders and how many had prior experience with building. Together, these insights help build a clearer picture of who is building new homes in New Zealand and what influences their decisions.

New house owners were asked to select their reasons for building a new house rather than buying an existing one. Figure 1 shows that the most common reasons selected were that their specific requirements were not met by existing houses (41%), they wanted less maintenance (37%) or they owned an empty section (31%).

Why did the respondents choose to build?

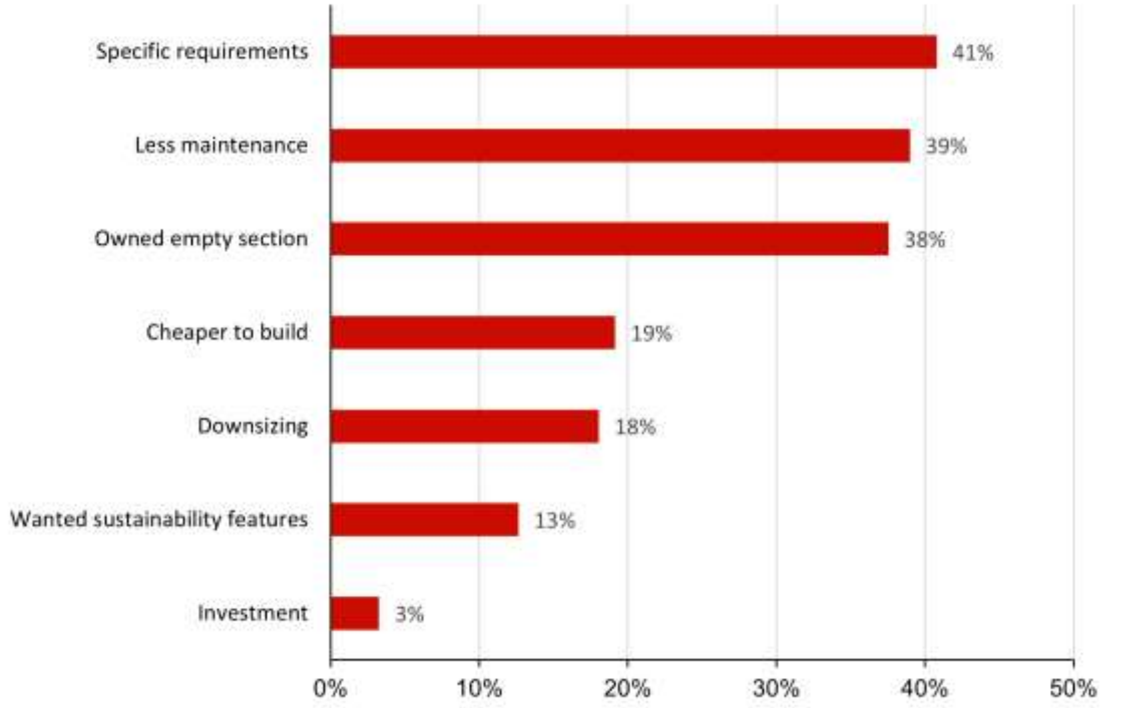

Figure 1. New house owners' reasons for building a house instead of buying a house.

How many respondents used franchise builders?

Most respondents (59%) reported using a franchise builder for their house. Of those who used a franchise, the most popular was GJ Gardner (19%). Other franchises of note were Mike Greer (10%), Classic Builders (6%), Jennian Homes (6%) and Signature Homes (6%).

Looking through previous years of the New House Owners' Satisfaction Survey, we can see that the numbers of new house owners who used franchise builders for their new build have remained relatively consistent (Figure 2). There has been a slight decrease in franchise use since the previous year (66% in 2023 versus 59% in 2024).

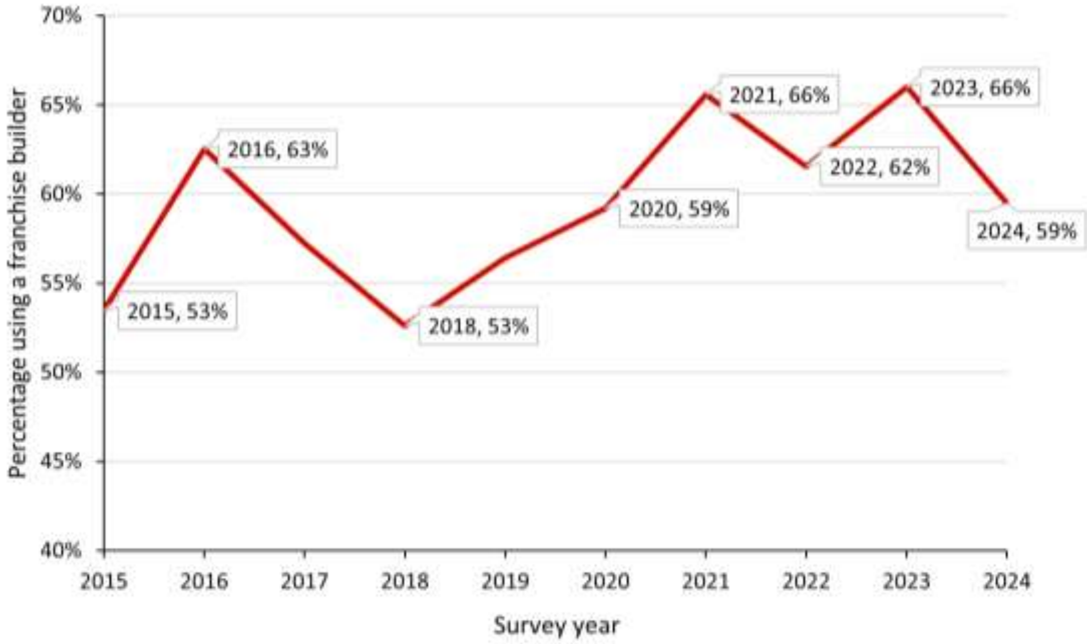

Figure 2. Percentage of new house owners who used a franchise builder, over time.

How many respondents had built a house before?

For most respondents (63%), this was their first experience building a home. Compared to the previous year, there has been a noticeable increase in the proportion of people who have built a house before – rising from 29% in 2023 to 37% in 2024 (Figure 3).

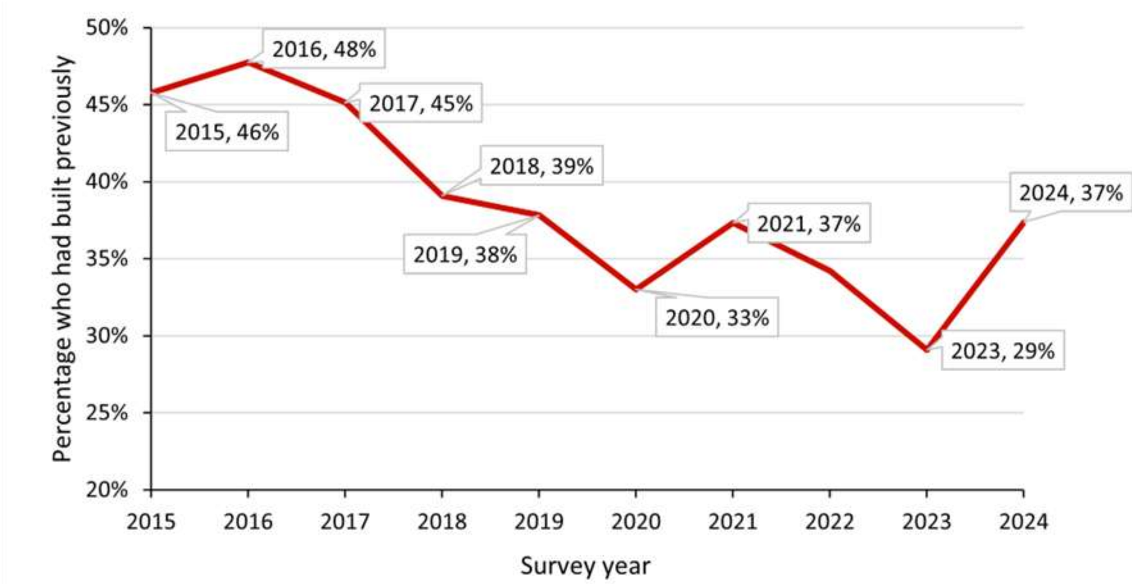

Figure 3. Percentage of new house owners who have built a house before, over time.

3.2 Build contracts, value and disputes

This section explores the contractual aspects of the new build, including the types of agreements homeowners had with their builders, perceptions of any exclusions, the overall value of the build and whether disputes arose regarding the final cost.

What type of contract did clients have with their builder?

Since 2015, it has been a legal requirement in New Zealand to have a written contract with a builder for any residential building work valued over $30,000. In this survey, we asked respondents what type of contract they had for their new build.

Below are definitions of the main contract types:

- **Cost plus:** The homeowner pays for actual construction costs (labour, materials) plus an agreed margin or fee to the builder.
- **Design and build:** The builder is responsible for both designing and constructing the home, offering a streamlined, single-provider approach.
- **Fixed price:** The total cost of the build is agreed upon upfront, providing cost certainty for the homeowner.
- **House and land:** A bundled package where the builder provides both the land and the house. These are often marketed by developers and simplify the process for buyers.
- **Fixed price (with input cost increases):** Similar to a fixed price contract but includes clauses allowing the builder to adjust the price if input costs (materials or labour) rise significantly.
- **Labour only:** The homeowner supplies the materials and manages the project, while the builder is contracted solely for labour.

As shown in Figure 4, there are a variety of contract types prevalent in the market. The four most commonly used contract types were:

- fixed price (24%)
- design and build (20%)
- fixed price with input cost increases (20%)
- house and land (19%).

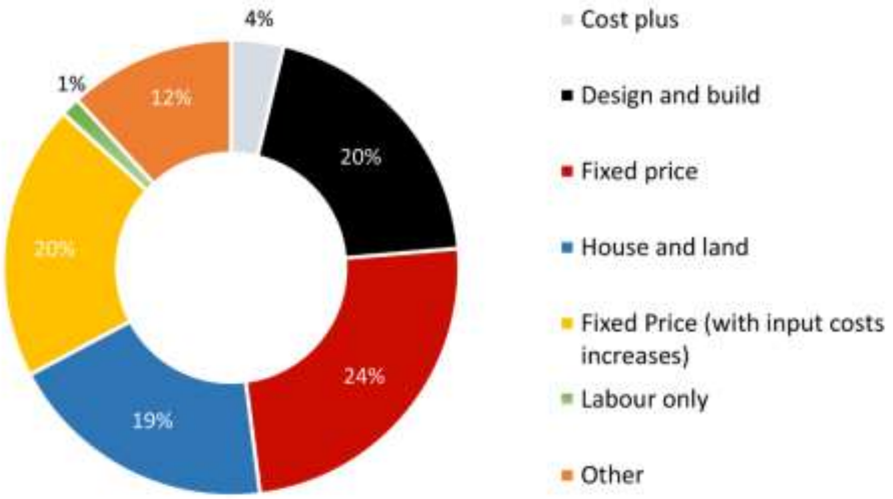

Figure 4. Type of contract new house owners had with their builder.

Did respondents feel like anything was excluded from their contract?

The survey asked respondents if anything was excluded from their contract that, in their opinion, should have been included. The majority (79%) did not feel that anything important had been left out of their contract.

Of the 21% of respondents who did feel that some items had been excluded, the most commonly mentioned items were exterior features or finishings such as storage/garage (reported by 15% of those who described exclusions), landscaping (13%), driveways (11%), decks/access/paths (8%) and fencing (7%).

Other items mentioned included:

- bathroom/kitchen fixtures (7%)
- painting/finish (5%)
- internet/technology (5%)
- letterbox/clothesline (5%)
- heating/cooling (5%)
- water systems (3%)
- electrical/lighting (3%)
- security (3%)
- solar (2%)
- windows/skylights (2%)
- curtains/blinds (2%).

Did new house owners have a dispute with their builder over final cost?

The vast majority of respondents (89%) reported no dispute with their builder regarding the final cost of their home. The rate of cost-related disputes has remained relatively stable over the past 4 years of the survey (2020–2023). This year, however, marks a return to the lower levels last seen in 2019 (Figure 5).

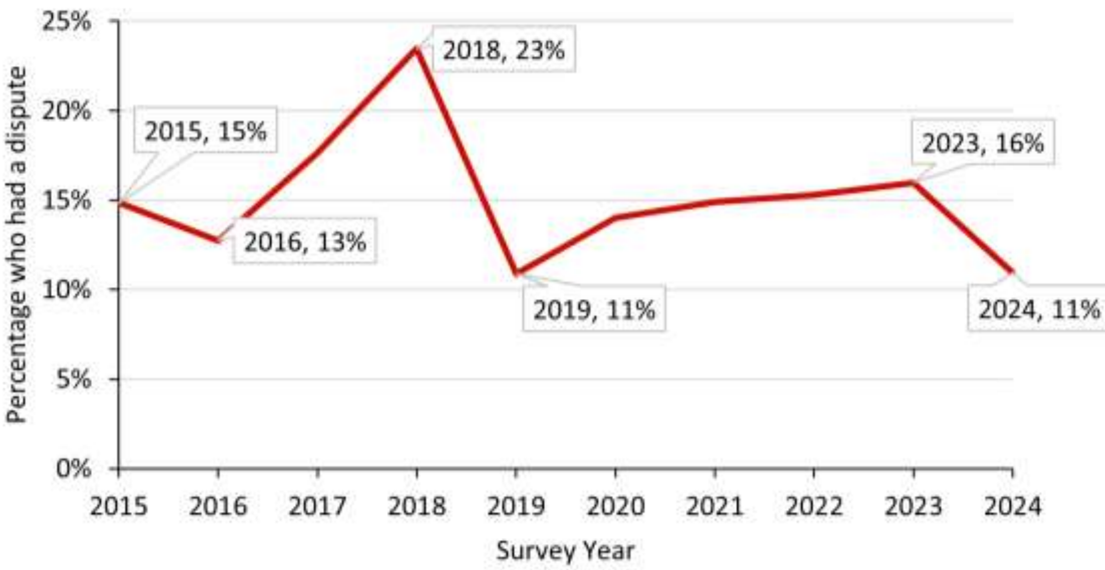

Figure 5. Percentage of new house owners who had a dispute with their builder over cost, over time.

The 11% who did report a dispute, described the following issues:

- Broken agreements – issues with fixed-price agreements, unapproved variations and builders not honouring contractual terms.
- Cost overruns and unexpected charges – including surprise costs, inflated provisional cost (PC) sums and charges that appeared late in the process.
- Earthworks and foundation issues – unexpected costs related to drainage, piles and changes to foundations or consents.

- Design changes or omissions – features promised but not delivered or design elements altered without consultation.

What was the cost of the build?

Respondents were asked what the total cost of their build was. As shown in Figure 6, most respondents had spent more than $600,000 (56%) compared to those who spent less than $600,000 (44%). Very few people reported spending less than $250,000 (1%).

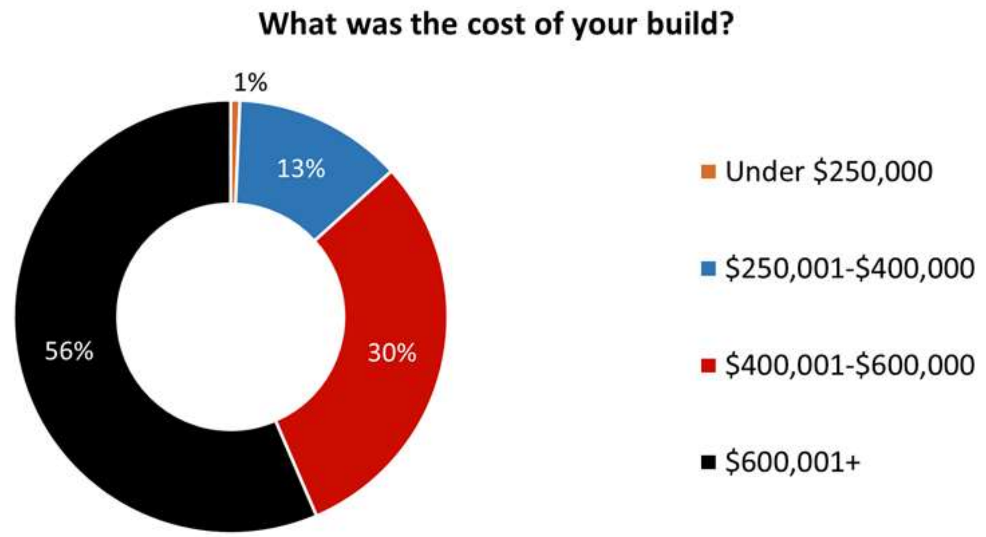

Figure 6. Cost of new house owners' builds.

3.3 Cost expectations and realities

This section explores respondents' experiences and perceptions related to the financial aspects of their new build. It examines expectations around input cost increases, the accuracy of PC sums and overall satisfaction with cost management throughout the building process.

Were increases in input costs expected?

Input costs refer to price increases that occur after the contract has been signed and are typically outside the builder's control. These increases are often driven by market fluctuations affecting the availability, demand and pricing of materials and subcontractor services.

Survey respondents were asked whether they anticipated any input cost increases (Figure 7). Of the total sample, 32% indicated that input costs were not applicable to their build. Among the remaining 68% whose contracts included input costs, the majority (44%) reported that the increases were expected. A further 26% stated that they did not experience any input cost increases. However, among those who did experience increases but had not expected them (30%), most felt the costs were higher than anticipated. Specifically, 27% reported that the increases exceeded their expectations, while only 3% felt the increases were less than expected.

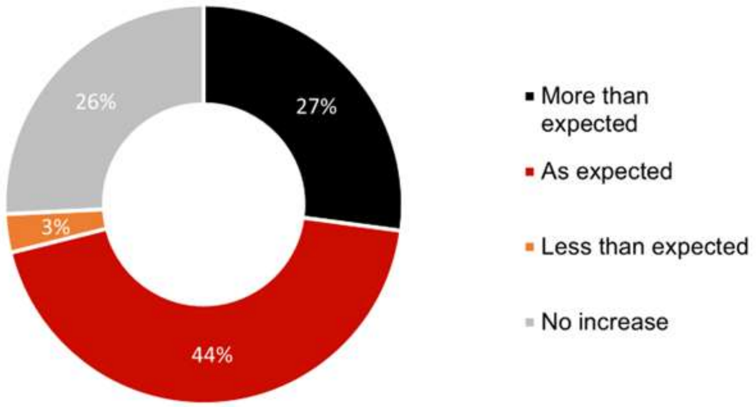

Figure 7. Expectations of input cost increases after build completion.

How accurate were provisional cost sums?

PC sums are allowances included in the building contract for items whose exact costs are not known at the time of signing. These typically cover elements such as kitchen appliances, where prices may fluctuate, or items like tapware, which may be specified by the client at a later stage.

Respondents were asked to assess the accuracy of their PC sums. As shown in Figure 8, the majority (69%) felt that their PC sums closely matched the final costs. Meanwhile, 24% reported that their PC sums were under costed compared to just 7% who felt they were over costed.

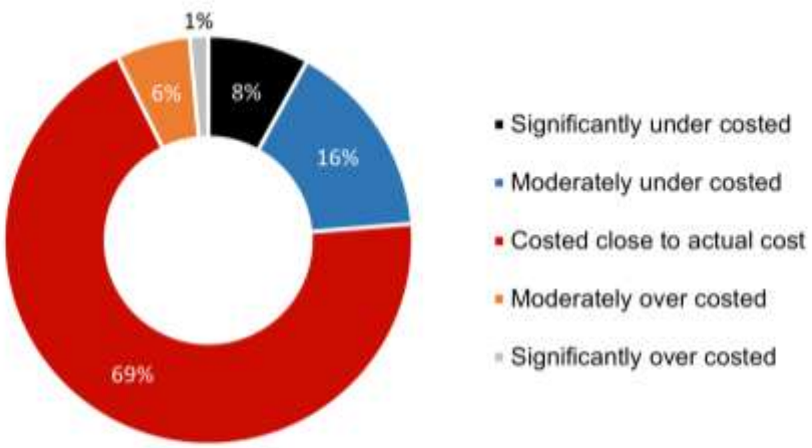

Figure 8. Perceptions of costings for provisional cost sums.

Did financial and contractual pressures impact the build?

This section explores the financial pressures experienced by respondents throughout the build process. Participants were asked to rate their agreement with statements related to contract pressure, build variations, cost-related sacrifices, interactions with their bank and how budget constraints influenced their overall satisfaction with their new home (Figure 9):

- **Contract pressure:** 58% of respondents strongly disagreed with feeling pressured to sign their build contract, while only 10% expressed any level of agreement, suggesting that most felt comfortable with the process.
- **Build variations:** Experiences varied. While 40% strongly disagreed that there were excessive variations, 17% agreed, indicating that frequent changes were an issue for some but not widespread.
- **Cost-related sacrifices:** 18% of respondents reported making sacrifices due to cost increases. In contrast, 42% said cost pressures did not lead to compromises, suggesting that most were able to maintain their planned features.
- **Bank interactions:** Only 19% found their bank easy to work with regarding cost increases. A large proportion (63%) gave a neutral response, pointing to mixed or uncertain experiences with financial institutions.
- **Budget constraints and satisfaction:** For 23% of respondents, budget limitations affected their satisfaction with the final outcome, while 41% disagreed, indicating that most homeowners remained satisfied despite financial constraints.

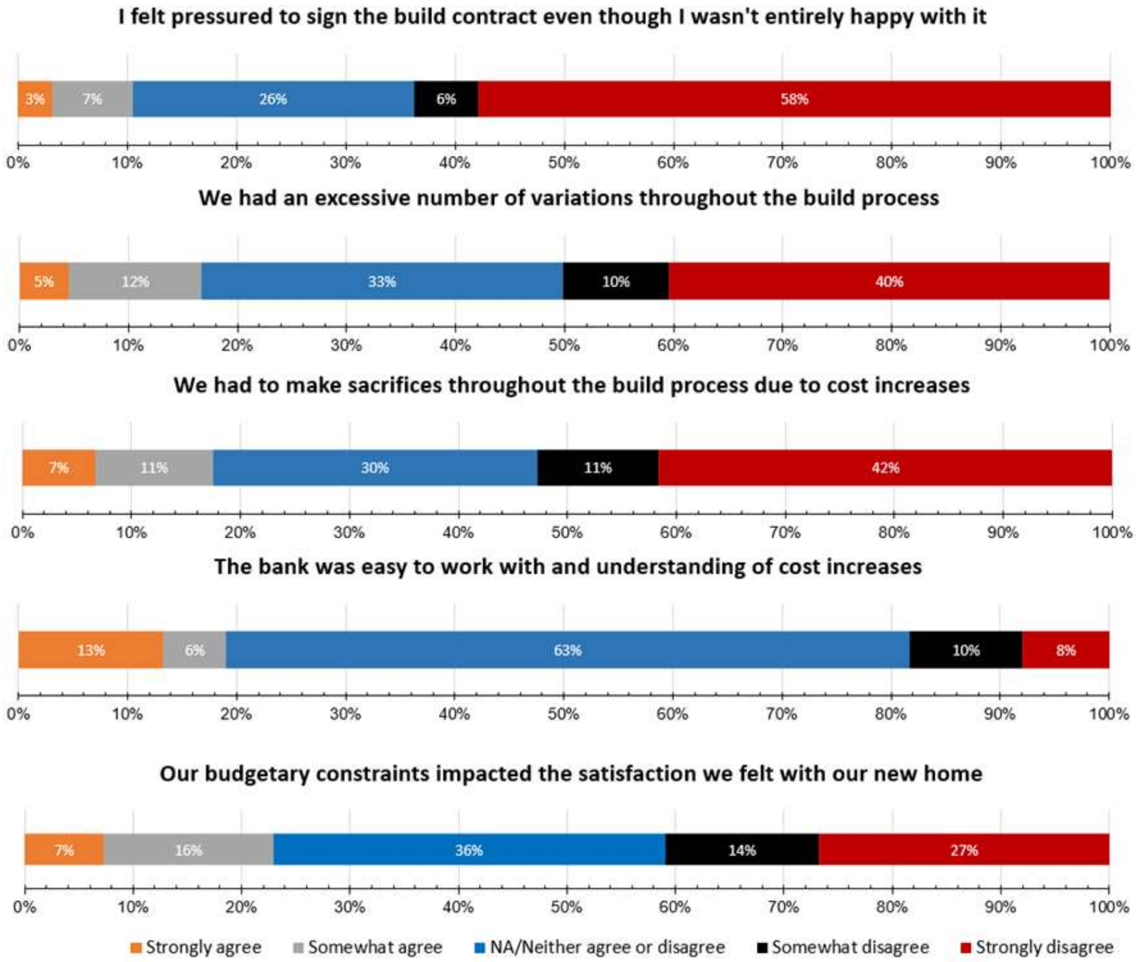

Figure 9. Respondents' experiences with financial pressures during build process.

3.4 Builder performance

To assess overall builder performance, respondents were asked to rate 12 aspects of the build process using a 5-point Likert scale, where 1 represented very poor and 5 represented very good. These 12 aspects can be seen in Figure 10. These ratings were converted to numerical values and averaged across all items to produce a single performance score for each respondent.

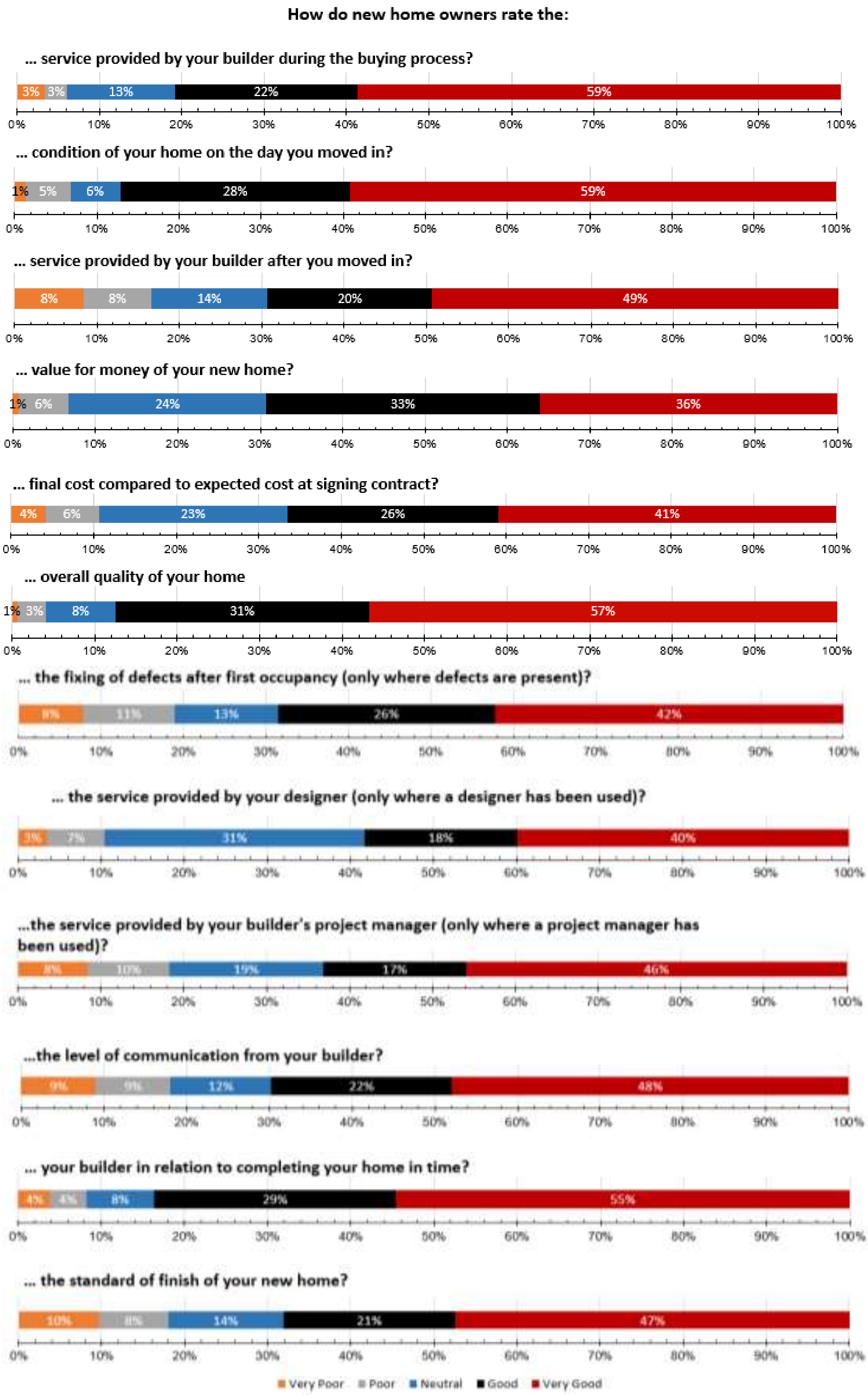

Figure 10. New house owner ratings of builder performance.

How did homeowners rate their builder's overall performance?

Figure 11 illustrates the distribution of these average scores. The majority of new homeowners rated their builder's performance positively, with 48% selecting very good and 24% selecting good. A smaller group (15%) remained neutral, indicating neither satisfaction nor dissatisfaction. However, 12% of respondents rated their builder's performance as poor or very poor, highlighting that a notable minority experienced challenges during the build process.

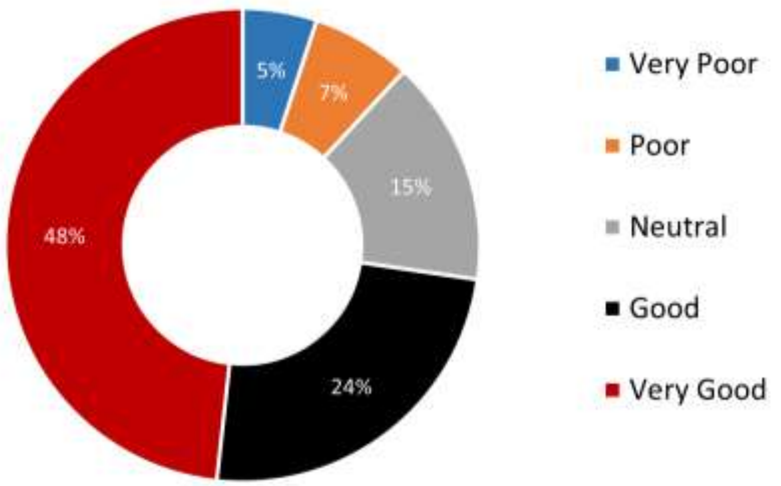

Figure 11. New house owners' average ranking of builder performance.

Figure 12 tracks changes in homeowner satisfaction from 2015 to 2024. The graph reveals fluctuations in average satisfaction over the years. Satisfaction peaked around 2016, indicating a period of high approval among new homeowners. This was followed by a gradual decline, reaching its lowest point around 2022. However, the 2024 findings may indicate an increase in satisfaction, with an average ranking of 4.0.

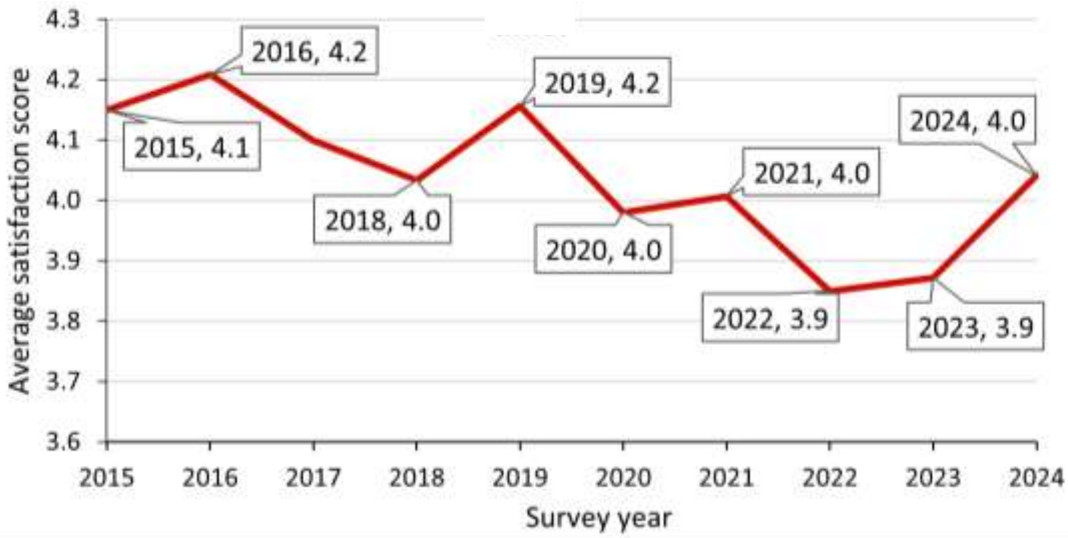

Figure 12. New house owners' average ranking of builder performance over time.

How did builders perform across key aspects of the build process?

We surveyed new homeowners to assess their builder's performance across 12 key aspects of the build process. The results, shown in Figure 10, reveal that most respondents rated their builder's performance as either good or very good across all categories.

The top-rated aspects of the build process this year were:

- overall quality of the home – 88% rated as good or very good
- condition of the home on move-in day – 87%
- standard of finish – 84%.

These results suggest that the construction industry is performing strongly in several core areas. However, there are also aspects where performance was rated more poorly, highlighting opportunities for improvement.

The lowest-rated aspects of the build process:

- fixing of defects after first occupancy – 19% rated as poor or very poor
- service provided by the builder's project manager – 18%
- communication from the builder – 18%
- timely completion of the home – 18%.

Would house owners recommend their builder to others?

The survey asked respondents how likely they were to recommend their builder to others (Figure 13). A clear majority (68%) indicated they would be likely to recommend their builder. In contrast, 24% said they would be unlikely to do so.

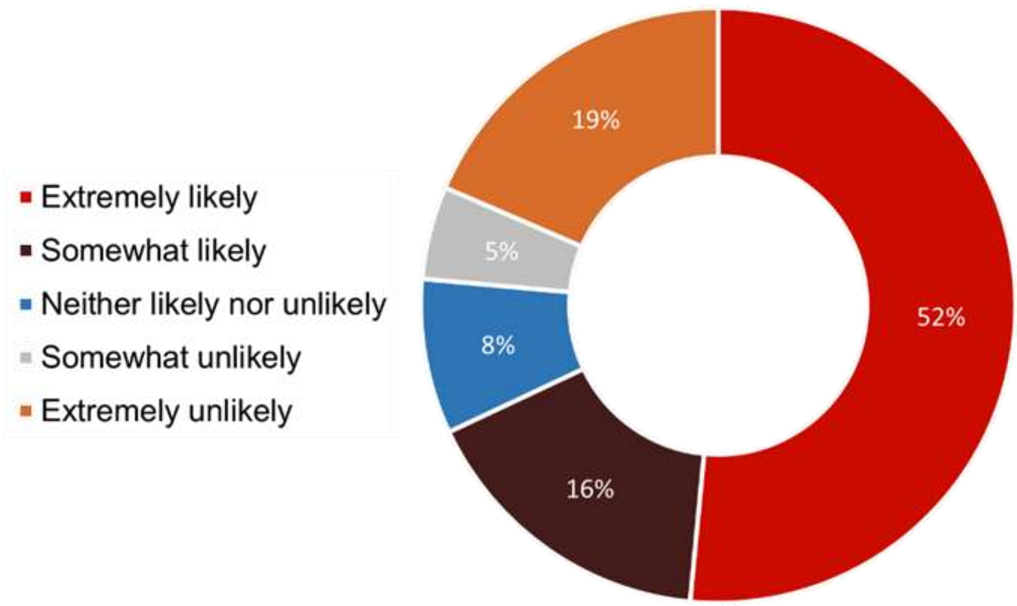

Figure 13. Likelihood new house owners would recommend their builder to others.

3.5 Key considerations in builder selection

When selecting a builder, people weigh a range of factors – from reputation and price to communication and quality of workmanship. This section explores what features matter most to homeowners when choosing a builder and how those preferences translate into actual decision making. Understanding these insights helps clarify the motivations behind builder selection and highlights opportunities for builders to better meet client expectations.

What methods helped people decide on their builder?

Respondents were asked to select all the methods they used when choosing a builder for their new home. As illustrated in Figure 14, the most cited approach was viewing the builder's show homes or previous work, selected by 41% of participants. Other frequently mentioned methods included recommendations from friends or family (23%) and exposure through television advertisements (14%).

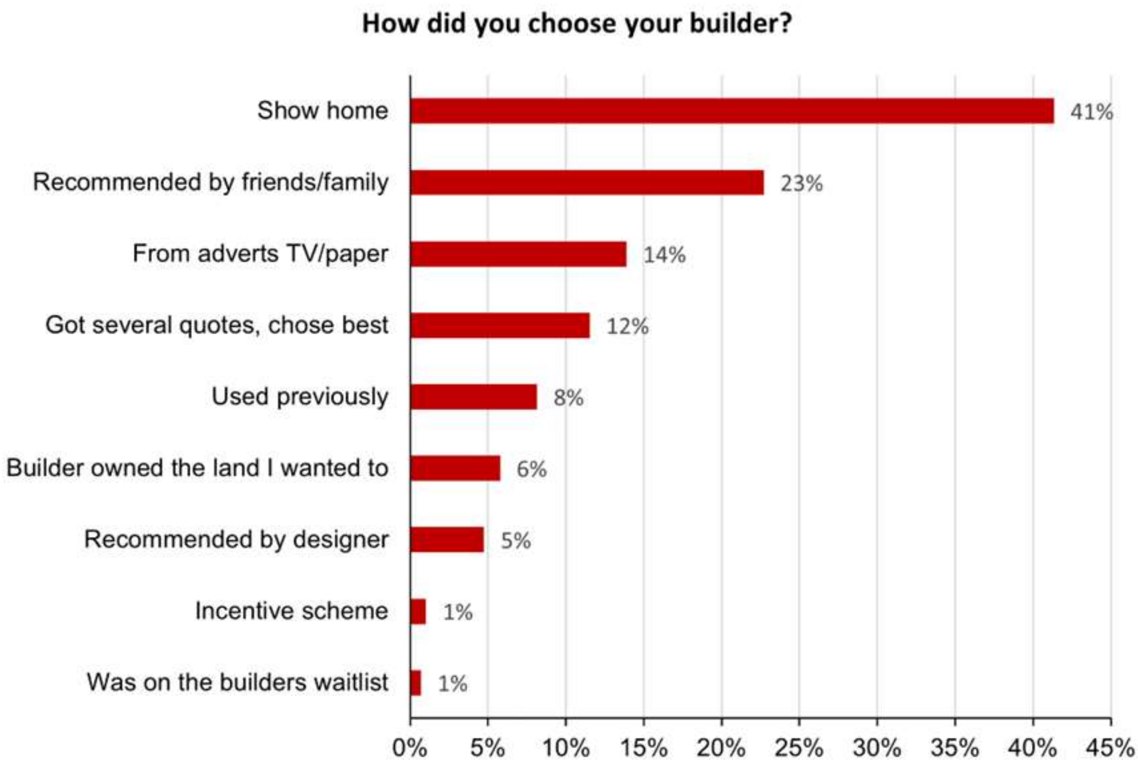

Figure 14. Methods used to select a home builder, as reported by house owners.

Which qualities mattered most when choosing a builder?

Respondents were asked to select the features or qualities that were most important to them when selecting a builder for their home (Figure 15). The top priorities were quality (66%) and the builder's reputation (60%). Other commonly valued factors included timely project completion (48%) and certainty around fixed pricing (45%). In contrast, fewer respondents considered having the lowest price (9%), sustainability credentials (5%) or universal design features (4%) as key decision-making factors.

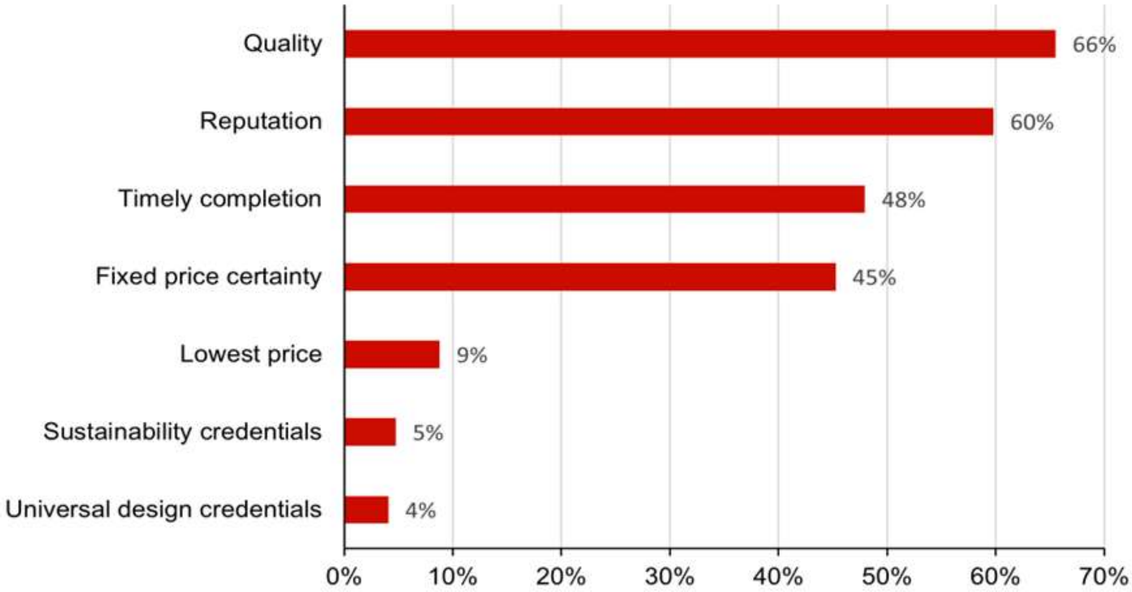

Figure 15. Important features and qualities of a home builder, as reported by house owners.

What does "quality" mean to new house owners?

Because quality has consistently been one of the most valued features for new home builders, we asked a follow-up question to those who selected it.

When asked what "quality" means to them, respondents described it across three overarching dimensions:

- The first is **construction excellence**, which includes high standards of workmanship, attention to detail and the use of durable, reputable materials that meet building codes.
- The second is **builder reliability**, encompassing trustworthiness, a strong reputation, adherence to timelines and professional conduct.
- The third is **client experience**, which reflects clear communication, responsiveness to issues, transparency, and thoughtful design that aligns with client needs.

Together, these themes show that quality is not just about the physical build but also about the integrity of the builder and the overall experience delivered.

3.6 Managing defects: call-backs and expectations in new builds

While building a new home is an exciting milestone. It can also come with unexpected challenges. This section explores homeowners' experiences with post-construction defects, including whether they needed to call tradespeople back for repairs and, if so, which trades were involved and what types of issues arose.

It also examines how the number of defects compared to homeowners' expectations, offering insights into satisfaction and areas for improvement in the building process.

Were tradespeople called back for repairs, and which trades were involved?

Respondents were asked whether they had to call back their builder or another tradesperson to repair defects after moving in to their new home. The majority (84%) reported they did call someone back, most commonly their builder. Among those who experienced defects requiring follow-up (Figure 16), plumbers were most frequently called back (67%), followed closely by painters (64%) and electricians (57%).

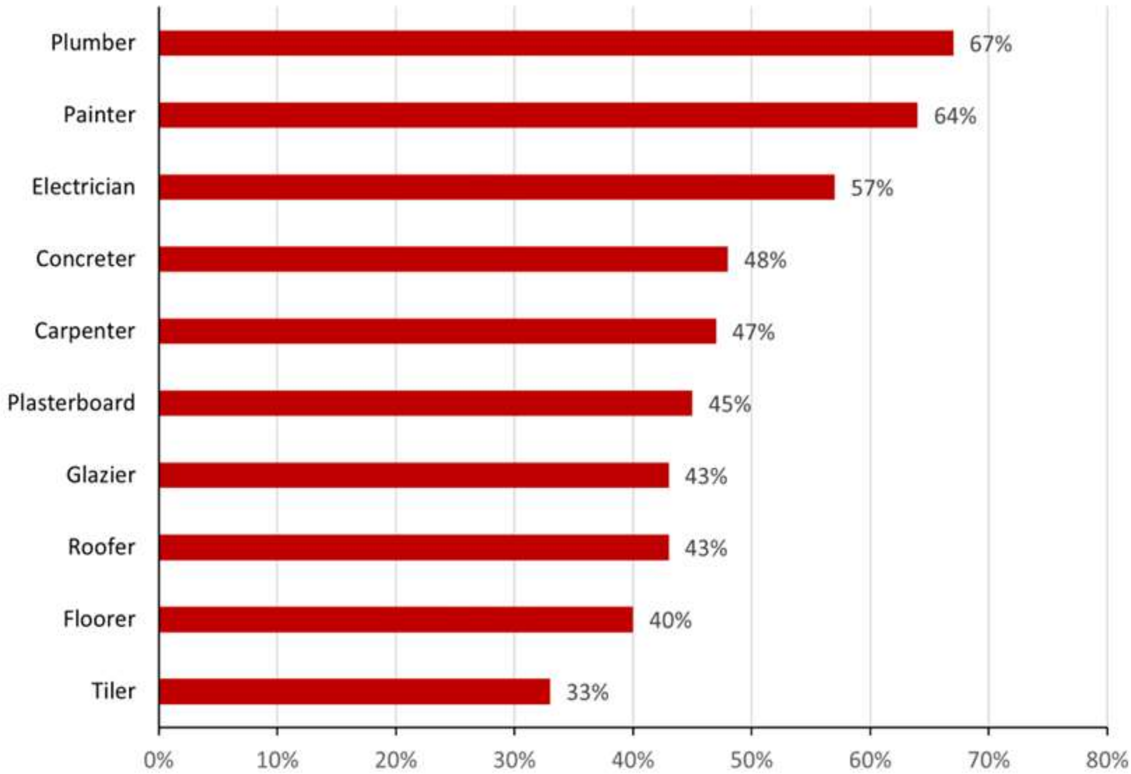

Figure 16. Call-backs for defect repair by trade.

What type of defects required repairs?

To better understand the nature of defects requiring repairs, homeowners were asked to classify the issue as either installer-related (caused by an error made by the tradesperson) or product-related (due to a faulty product or material).

Respondents could also indicate if they were unsure which category their defect fell into.

As shown in Figure 17, among those who were confident in identifying the defect type, most tradespeople were called back for installer-related issues. Painters had the highest proportion of installer-related defects (69%), while electricians had the highest proportion of product-related defects (32%).

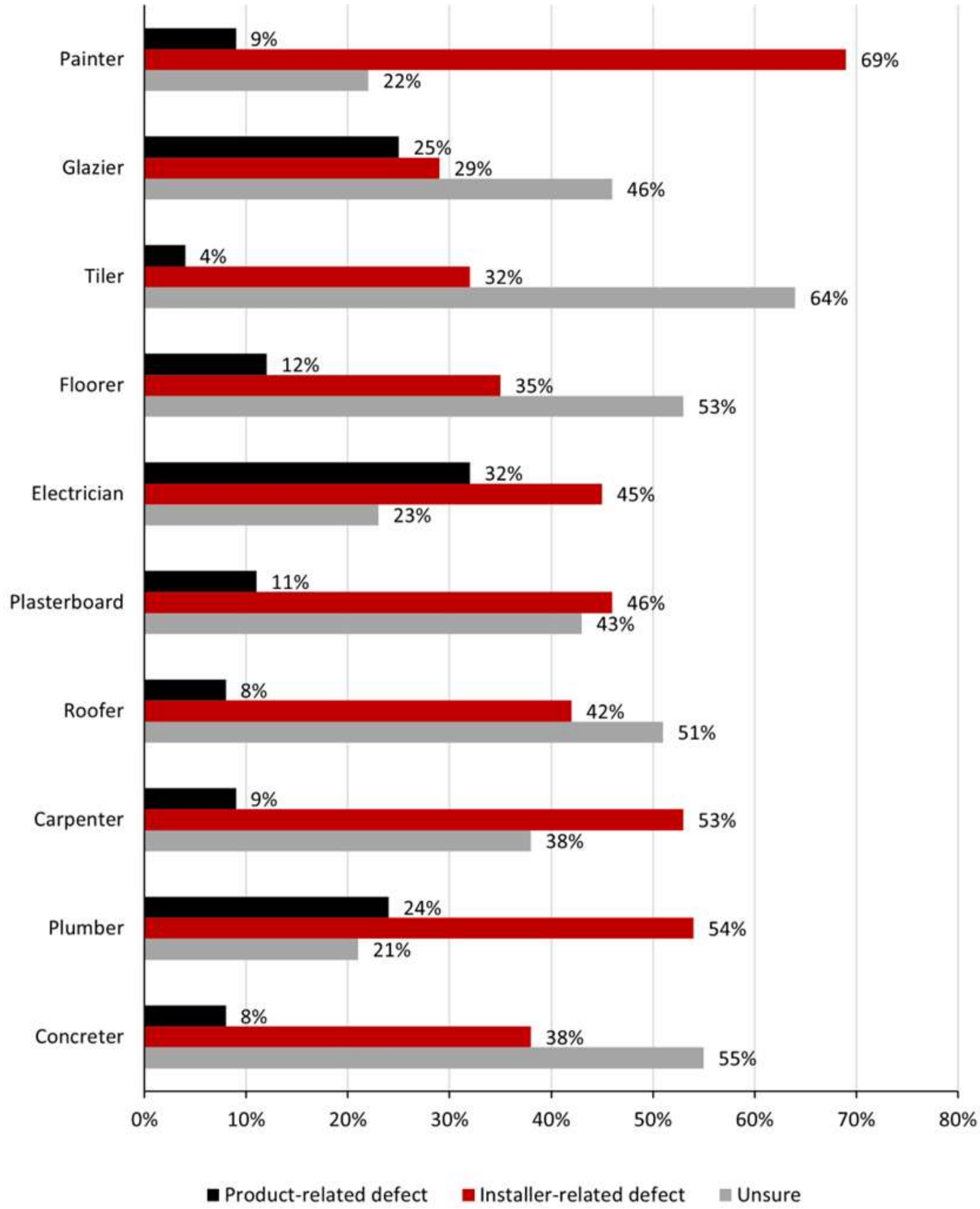

Figure 17. Type of defects each trade was called back to repair.

Did the number of defects match expectations?

Homeowners were asked to rate how the number of defects in their new home compared to what they had expected.

As shown in Figure 18, responses were fairly evenly distributed across the three categories. The largest group (39%) reported experiencing more defects than expected, while 31% said the number of defects matched their expectations and 30% reported fewer defects than anticipated.

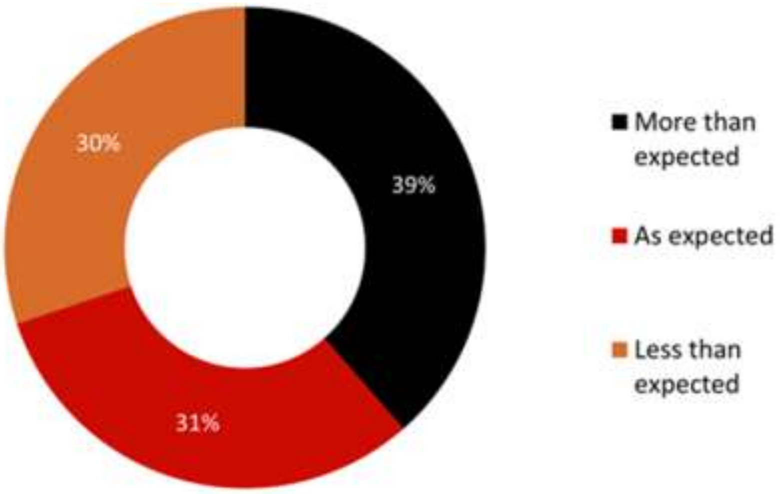

Figure 18. New house owners' expectations of defects.

3.7 Homeowner input: design and materials

Building a new home offers the opportunity for personalisation, and many homeowners take an active role in shaping the final outcome. This section explores the extent of design input homeowners had in their new builds as well as the materials they selected. From layout decisions to finishes and fixtures, these choices reflect the priorities and preferences that guided the creation of their homes.

What type of design input did respondents have into their new home?

New homeowners were asked whether they had any input into the design of their new home, followed by a question about the nature of that input. Overall, 76% of respondents indicated that they had contributed to the design process. Among those who had input, the largest proportion (43%) selected a design from the builder's standard plans and made modifications (Figure 19). Another 35% worked collaboratively with the builder's in-house design team to create a custom design. A smaller group (16%) engaged an independent architect, and only 2% chose a standard plan without making any changes. The 6% of 'other' respondents were individuals who provided their own plans or designed their own home.

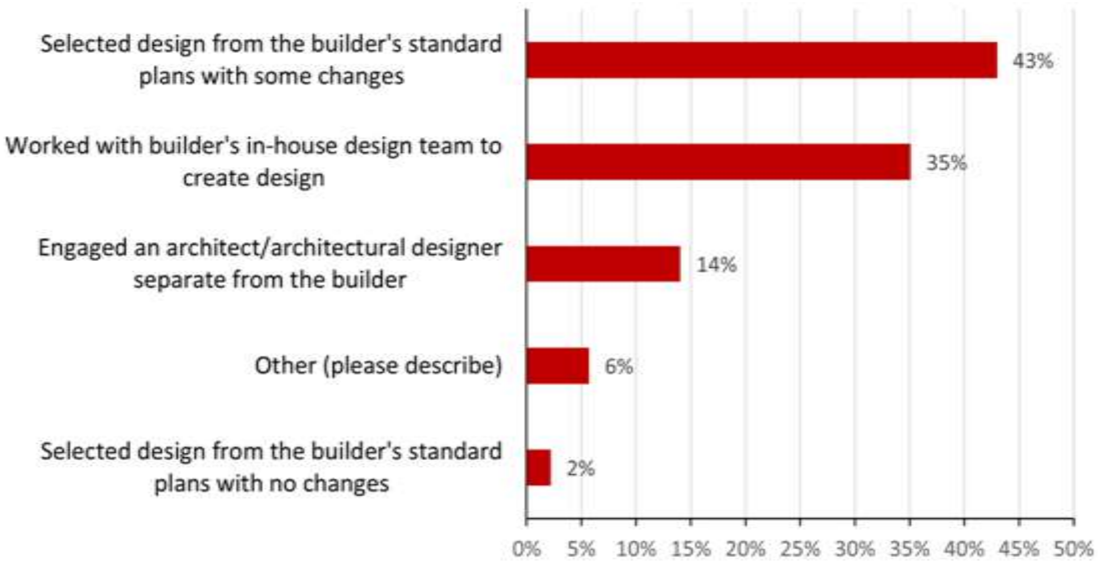

Figure 19. Type of input respondents had into the design of their house.

What materials were respondents choosing for their house?

New house owners were asked if they had requested their builder to use a specific type of material (certain type of cladding, insulation, windows, etc.). About half of people did not (56%), and the other half did (44%).

As shown in Figure 20, the 44% of people who did specify materials were asked to list all the types of material that they specified. The material that was specified the most was cladding (75%), including roof and wall cladding (54%). Just over half of people also chose specific glazing (53%), and similar numbers of people selected their insulation (41%) and joinery (38%).

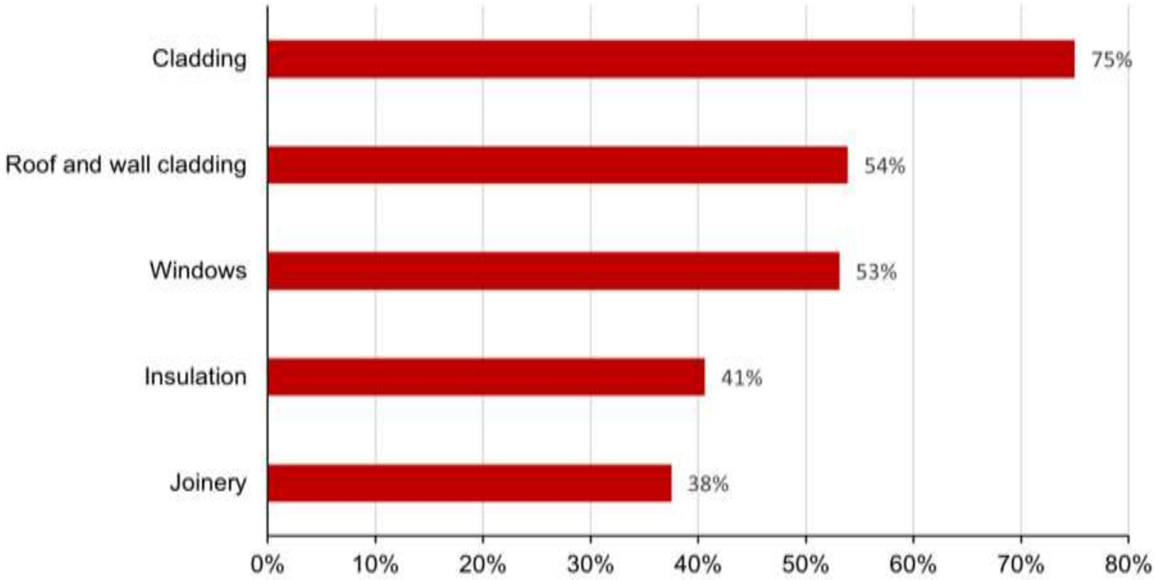

Figure 20. Type of materials chosen by respondents for their house.

3.8 Homeowner priorities and design trade-offs

When planning a new build, homeowners often come with a clear vision of the features they want in their future home. This section explores the most valued features among new homeowners, highlighting what they prioritised during the design process. It also examines the compromises made – specifically the features that were initially desired but ultimately left out often due to advice or persuasion from builders or designers. These insights reveal the negotiation between aspiration and practicality that shapes the final outcome of a new home.

What features were most important for new house owners to have in their new build?

New house owners were asked to select all house features they considered important when designing/choosing their new house. As shown in Figure 21, the most important features (those chosen the most by respondents from a list provided) were having an ensuite bathroom and walk-in wardrobe (75%), the size of their house (71%) and maintaining a comfortable indoor environment (68%). Less important features (those chosen the least by respondents) were safety features (18%), having two or more storeys (8%) and using materials with low embodied carbon (6%).

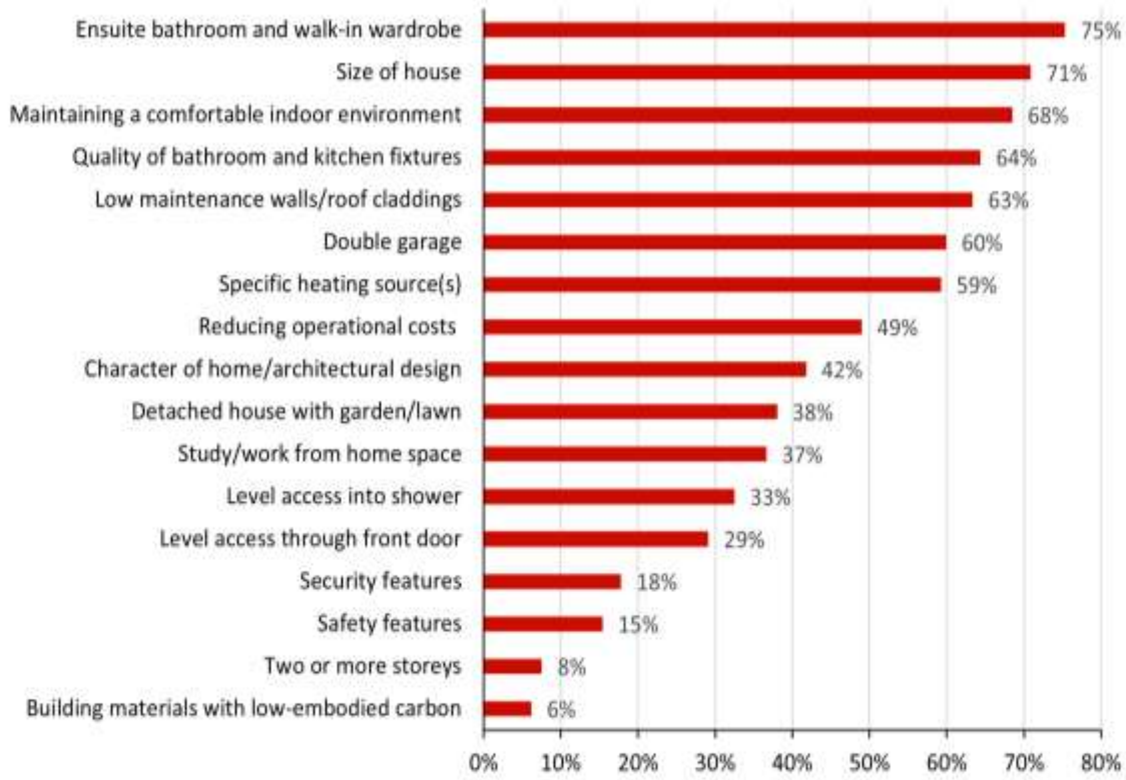

Figure 21. Important house features selected by new house owners.

Once new house owners had selected their most important house features, they were then asked to rank them from most important to least important (Figure 22). Lower numbers indicate a higher ranking – 1 = most important, 10 = least important.

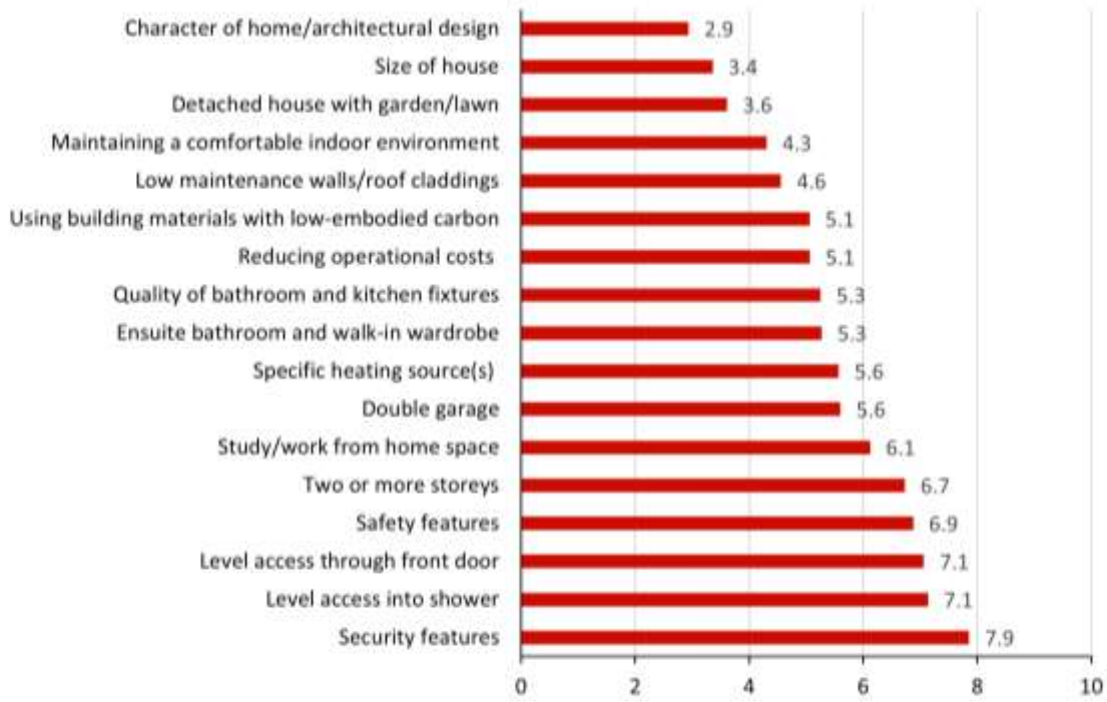

Figure 22. Important house features ranked by new house owners in order of importance.

The three most important house features as ranked by new house owners were the character/architectural design of their house (an average ranking of 2.9), the size of their house (3.4) and having a detached house with a garden/lawn (3.6). In contrast, the three least important house features as ranked by new house owners were having level access through their front door (7.1), level access into their shower (7.1) and security features (7.9).

Were there any house features that house owners wanted but were talked out of?

New homeowners were asked whether their builder or designer had discouraged them from including any features they originally wanted in their house. The majority of respondents (79%) reported that they were not talked out of any desired features.

However, 21% of respondents indicated that they had been persuaded to forgo certain features. When asked to specify which features these were, the most common included:

- roof style (e.g. monopitch, flat, gabled)
- design elements (e.g. architectural design, internal gutter, recessed bookcase)
- paint and finish (e.g. paint type, colour, seal)
- concrete-related issues (e.g. finished floor, slab constraints)
- decks and outdoor areas
- insulation (e.g. underslab, above Code)
- doors (e.g. pivot, external, swing direction)
- garage features
- bathroom features (e.g. full tiled, bidet, second bathroom)
- window upgrades (e.g. tinted, uPVC, bay)
- solar power
- room size/layout
- flooring (e.g. polished concrete, carpet vs tiles)
- walls and cladding (e.g. schist, stone, brick).

4. Conclusion

The 2024 New House Owners’ Satisfaction Survey offers a comprehensive snapshot of the residential building experience in New Zealand as seen through the eyes of those who have recently completed a new build.

While the majority of homeowners reported high levels of satisfaction with their builder’s performance and the overall quality of their home, the survey also highlights areas where the industry can improve, particularly in communication, defect resolution and flexibility around design choices.

Cost pressures and contractual complexities remain a challenge for some, though most respondents felt their expectations were met or exceeded. The findings also highlight that builder reputation and quality of workmanship remain top priorities for homeowners when selecting a builder, while factors like sustainability and universal design continue to be seen as less influential in the decision-making process.

As the industry continues to evolve, these insights provide valuable guidance for builders, designers and policy makers seeking to enhance the homeowner experience. By listening to the voices of new house owners, the sector can better align its practices with client expectations and deliver homes that are not only well built but also well loved.

Appendix A: New House Owners' Satisfaction Survey postcard

BRANZ

Return to sender:
BRANZ, 1222 Moonshine Road, RD1,
Porirua 5381

New Zealand
Permit No. 130174
Permit

We want your opinion

The purpose of this survey is to measure your satisfaction level with your new house and builder.

The results of this survey will help BRANZ track how well the building industry is performing from the house owner's point of view.

BRANZ is an independent and impartial research, testing and consulting organisation. Our vision is Challenging Aotearoa New Zealand to create a building system that delivers better outcomes for all.

To complete the 10 minute survey,
visit: https://www.branz.co.nz/nhoss/
Enter code :

Scan QR code with your phone camera.

Your response will be confidential and your participation is voluntary. If you have any questions about the survey, please email amy.knight@branz.co.nz.

Survey closes 30 April 2025.