

# Accolades keep flowing for builders

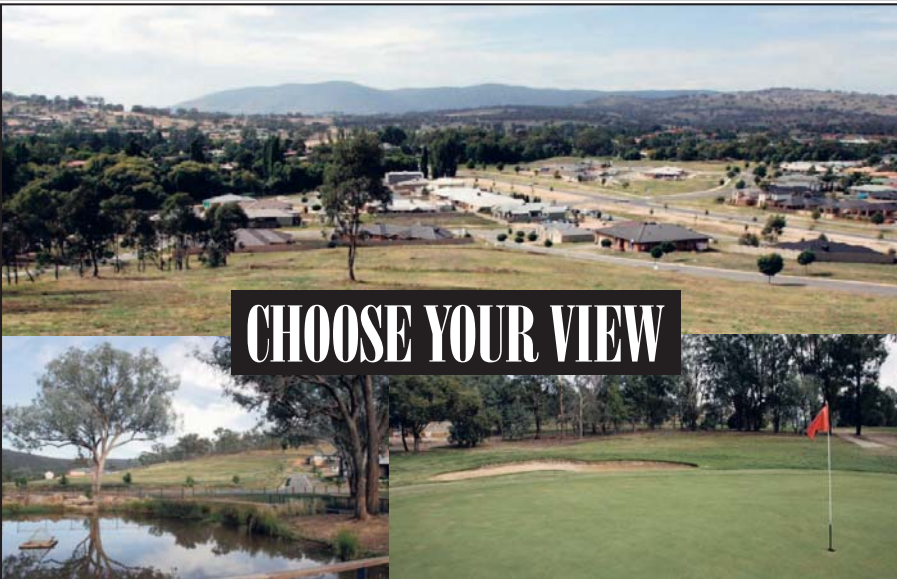
BY KYLIE DULHUNTY

Albury builders Jim and Julie Carroll have taken out the Hotondo Homes NSW franchisee of the year award. The husband and wife team, based in Thurgoona, were chosen from a field of more than 30 builders across the state. "There are many outstanding Hotondo Homes builders in NSW so to win this award amongst such tough competition is a great honour," Mr Carroll says. "Although Julie and I are here representing the company we have a whole team back home running the show so we'd like to thank them for all the hard work they've put into the business over the past 12 months. "Our business has grown over the years from a one-man show to now including an estimating and purchase manager, construction supervisor, sales manager and other staff members who have all contributed to make the business what it is today. "We have increased our turnover by 40 per cent ... over the past 18 months." The builders were declared the winners at the Hotondo Homes national awards night in the Hunter Valley. The 2009 New South Wales Franchisee of the Year award is given to the franchisee with the highest market share growth, customer satisfaction and which correctly uses the Hotondo Homes system, amongst other criteria.

Mr Carroll says the success had come at a time when the market had "tightened up". "We had to have our finger on the pulse," he says. "Without the stimulus packages it would have been a lot more difficult, that kept things moving through that hard time. "Now the home buyer who doesn't need as much finance is coming into the market." It's been a busy time for the Carrolls after taking out the display home of the year title at the Housing Industry Association North East Victoria Regional Housing Awards last month. Mr and Mrs Carroll won the best display home in the \$300,000 to \$400,000 category for the Sundance 321, which is on show at Thurgoona. Hotondo was then named the overall display home winner. Mr Carroll has about 29 years' experience in the building industry and he and his wife joined the Hotondo Homes franchise in 2000. Hotondo Homes managing director Michael Renwick says Mr and Mrs Carroll are deserving winners of the franchisee of the year award. "Jim and Julie Carroll have been dedicated to growing their business and have inspired other builders within the franchise with their professionalism, market share growth and ability to achieve a high customer satisfaction rating," he says.



Julie and Jim Carroll show off their Hotondo Homes NSW franchisee of the year award.



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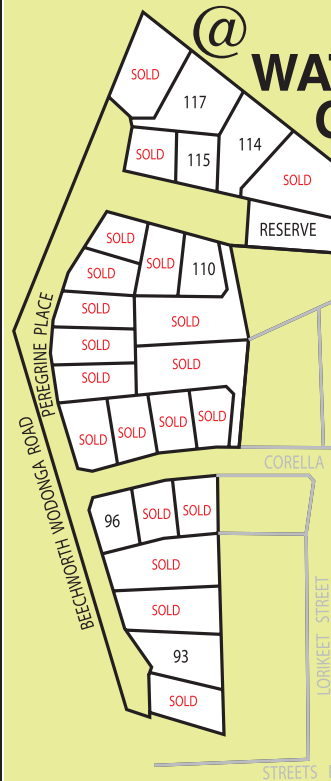


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